

2024-2027 FOUR-YEAR AREA PLAN

     *Program Module*



**Northwest Florida Area Agency on Aging
Aging and Disability Resource Center
Planning and Service Area 1
2027 Area Plan Update**



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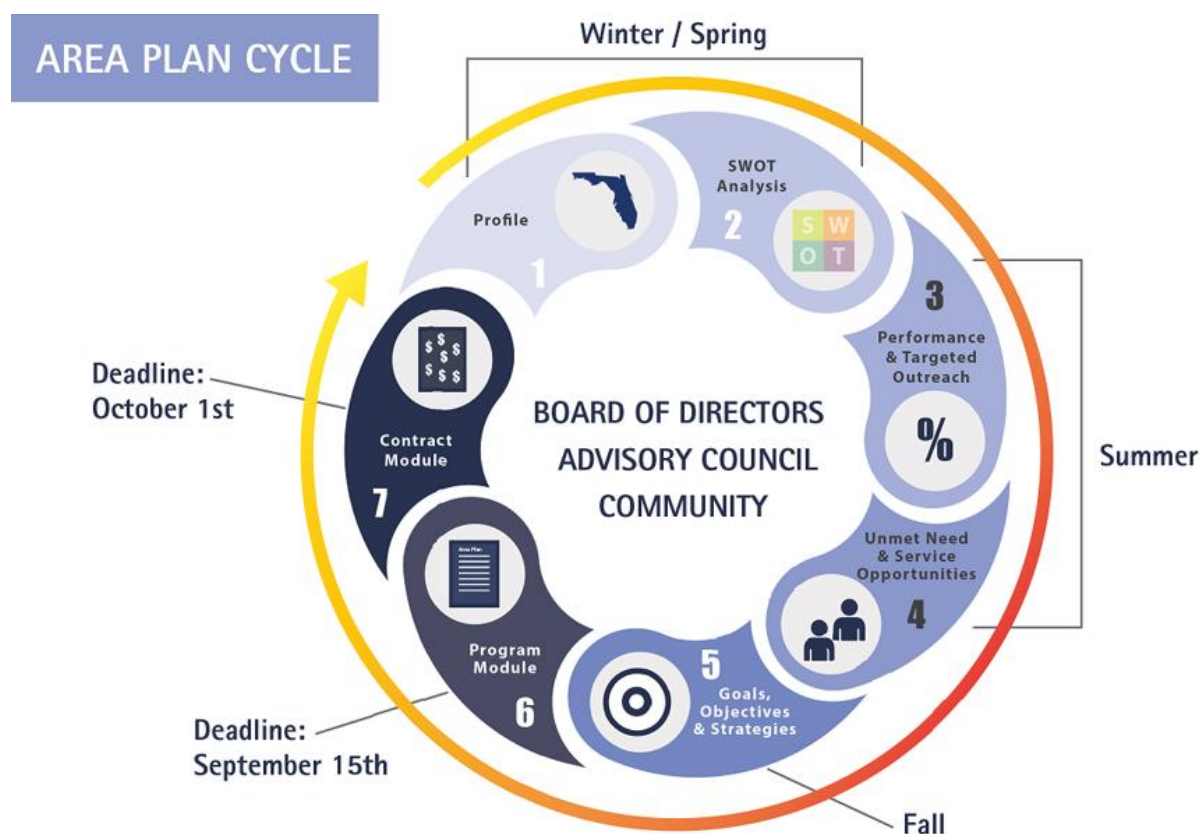
Introduction to the Area Plan

The Area Plan describes in detail the specific services to be provided to the population of older adults residing in each Planning and Service Area (PSA). The plan is developed from an assessment of the needs of the PSA as determined by public input that involves public hearings, the solicited participation of those affected and their caregivers, and service providers. The plan also states the goals and objectives that the Area Agency on Aging (AAA) and its staff and volunteers plan to accomplish during the planning period. This four-year cycle is for the period of January 1, 2024, through December 31, 2027.

The Area Plan is divided into two parts, the Program Module and the Contract Module. The Program Module includes a profile of the PSA; a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis; an analysis of performance and unmet needs; the service plan including goals, objectives, and strategies; assurances; and other elements relating to the provision of services.

The Contract Module includes the elements of the plan relating to funding sources and allocations, as well as other administrative/contractual requirements, and otherwise substantiates the means through which planned activities will be accomplished.

In planning to produce the Area Plan, AAAs should consider the following Area Plan development cycle.



This recommended planning cycle features the development of the PSA 1 Profile, followed by the completion of the comprehensive SWOT analysis during the winter and spring of the Area Plan submission year (2023). The summer should feature the development of the Performance and Targeted Outreach and Unmet Need and Services opportunities components of the Area Plan. With the completion of these components, the AAA will be prepared to address the Goals, Objectives, and Strategies component of the Area Plan.

With the completion of each stage in development of the Area Plan, the AAA is required to submit the respective components to Department of Elder Affairs (DOEA) through their contract manager for review and feedback.

By the spring of each year, the Department of Elder Affairs will directly email Area Agencies on Aging executive directors. This email will include the Area Plan Program Module Template, Instructions, Area Plan Contract Module Template, and a table of due dates for submission of the Area Plan Cycle components.

Program and Contract Module Certification

AREA AGENCY ON AGING (AAA) INFORMATION:

Legal Name of Agency: Northwest Florida Area Agency on Aging, Inc.

Mailing Address: 5090 Commerce Park Circle, Pensacola, FL, 32505

Telephone: (850) 494-7101

FEDERAL ID NUMBER: 59-1912803

CERTIFICATION BY BOARD PRESIDENT, ADVISORY COUNCIL CHAIR, AAA DIRECTOR:

I hereby certify that the attached documents:

- Reflect input from a cross section of service providers, consumers, and caregivers who are representative of all areas and culturally diverse populations of the Planning and Service Area (PSA).
- Incorporate the comments and recommendations of the Area Agency's Advisory Council.
- Have been reviewed and approved by the Board of Directors of the Area Agency on Aging.

Additionally:

Signatures below indicate that both the Program Module and the Contract Module have been reviewed and approved by the respective governing bodies.

I further certify that the contents are true, accurate, and complete statements. I acknowledge that intentional misrepresentation or falsification may result in the termination of financial assistance. I have reviewed and approved this 2024-2027 Area Plan.

President, Board of Directors

Name: John Clark Signature: _____

Date: _____

Advisory Council Chair

Name: Charlie Nichols Signature: _____

Date: _____

Area Agency on Aging Executive Director

Name: Anna Dyess Signature: _____

Date: _____

Signing this form verifies that the Board of Directors and the Advisory Council and AAA Executive Director understand that they are responsible for the development and implementation of the plan and for ensuring compliance with the Older Americans Act Section 306.

AAA Board of Directors

Membership Composition

Members of the Northwest Florida Area Agency on Aging (NWFLAAA) Board of Directors shall be residents of the following counties of the service area: Escambia, Santa Rosa, Okaloosa or Walton. The NWFLAAA Board of Directors shall consist of at least one member from each county in the service area and may have up to six additional members at-large.

The Board of Directors membership should be composed of a minimum of 5 members and a maximum of 10.

Persons not eligible to be a member of NWFLAAA's Board are Board members of any grantee agency and staff of the Florida Department of Elder Affairs (DOEA).

Frequency of Meetings

Regular Board meetings shall be held every other month or quarterly, as determined by the board.

Officer Selection Schedule

The Board of Director's shall elect a president, vice president, secretary, treasurer, and other officers as desired by the Board, prior to the start of the calendar year.

AAA Board Officers

Title	Name	Term
President	John Clark	1/1/2025-12/31/2026
Vice President	Grover C. Brown	1/1/2025-12/31/2026
Treasurer	Ryan Mims	1/1/2025-12/31/2026
Secretary	Vacant	1/1/2025-12/31/2026
Immediate Past President	Vacant	

AAA Board of Directors Membership

Name	Occupation / Affiliation	County of Residence or Primary Work	Member Since	Current Term of Office
Grover C Brown	Director of Lending Community Enterprise Investments	Escambia	12/18	3/1/2026-2/28/2028
John Clark	Retired Executive Director, COAWFL	Escambia	03/23	3/1/2026-2/28/2028
Ryan Mims	Chief Health Strategist/Public Health	Walton	03/22	3/1/2025-2/28/2027
Kerry Smith	Santa Rosa County Commissioner	Santa Rosa	9/24	9/19/2024-9/1/2027
Kendrick Doidge	Vice President HCA West Florida Hospital	Escambia	9/24	9/19/2024-9/1/2027
Tina Henson	Community Leader	Okaloosa	9/24	9/19/2024-9/1/2027
Chandra Smiley	CEO Community Health Northwest Florida	Escambia	9/24	9/19/2024-9/1/2027

AAA Advisory Council

Council Composition

The Advisory Council for PSA 1 (Escambia, Santa Rosa, Okaloosa and Walton Counties) shall consist of an equitable number from each county as long as it does not exceed a total of twenty-six (26) voting members.

Members will be from PSA 1 (Planning and Service Area 1) with alternates, if available from each county. Members shall serve on the Advisory Council for eight consecutive years, former Member may be reinstated with the approval of the Advisory Council. Membership is neither assignable nor transferable.

At a minimum, one-half of the composition of the Advisory Council shall consist of people who are eligible consumers of services under the area plan of Northwest Florida Area Agency on Aging, Inc./ Aging & Disability Resource Center.

Frequency of Meetings

Areawide meetings are held at least every quarter. March, June, September, and December

Member Selection Schedule

Member selection is an ongoing process. The Advisory Council members shall nominate and elect its own members.

Service Term(s)

Members shall be from PSA 1 (Planning and Service Area 1) with alternates, if available from each county. Members shall serve on the Advisory Council for 8 (eight) consecutive years, former Member may be reinstated with the approval of the Advisory Council. Membership is neither assignable nor transferable.

Officers may serve a two-year term.

AAA Advisory Council Members

Name	Occupation / Affiliation	County of Residence or Primary Work	Member Since	Current Term Office	Race	Eth.
Aileen Ruess	Self-Employed Social Worker	Okaloosa County	09/07/17	Ongoing	Caucasian	Non-Hispanic
Charlie Nichols	Retired School Administrator	Escambia County	10/06/22	Ongoing	Black	Non-Hispanic
Gale Scott	Retired Nurse	Santa Rosa County	01/01/14	Ongoing	Caucasian	Non-Hispanic
John P. Scott	Retired CPA	Escambia County	10/01/10	Ongoing	Caucasian	Non-Hispanic
Roy Scott	Community Citizen	Santa Rosa County	09/19/19	Ongoing	Caucasian	Non-Hispanic
Sharon Oakes	Retired Social Worker	Escambia County	10/10/2024	Ongoing	Caucasian	Non-Hispanic
Beverly Clifton	Case Manager Emerald Coast Council on Aging	Walton County	3/20/2025	Ongoing	Caucasian	Non-Hispanic
Brianne Raines	Social Worker Cornerstone Caregiving	Okaloosa County	12/11/2025	Ongoing	Caucasian	Non-Hispanic
Bardri Lovejoy	Program Technician II - Okaloosa County Transit Div.	Okaloosa County	12/11/2025	Ongoing	Black	Non-Hispanic
Tara Spencer	Victim Assistance Coordinator - Pensacola Police Department	Escambia County	12/11/2025	Ongoing	Black	Non-Hispanic

Funds Administered and Bid Cycles

The following funds are administered by **NWFLAAA for PSA 1**. The current and anticipated Bid Cycles are provided for those programs that are administered through competitively procured subcontracts.

Funds Administered			Current Bid Cycle		Anticipated Bid Cycle	
			Published	Current Year of Cycle	Ant. Pub.	Ant. Award
Older Americans Act (OAA)	III B	☒	08/21	01/22	06/27	01/28
	III C.I	☒	08/21	01/22	06/27	01/28
	III C.II	☒	08/21	01/22	06/27	01/28
	III D	☒	08/21	01/22	06/27	01/28
	III E	☒	08/21	01/22	06/27	01/28
	VII*	☐				
	III B Okaloosa-Only	☒	08/23	01/24	06/29	01/30
	III C.I Okaloosa-Only	☒	08/23	01/24	06/29	01/30
	III C.II Okaloosa-Only	☒	08/23	01/24	06/29	01/30
	III E Okaloosa-Only	☒	08/23	01/24	06/29	01/30
General Revenue	ADI	☒	02/21	07/21	02/27	07/27
	CCE	☒	02/21	07/21	02/27	07/27
	HCE	☒	02/21	07/21	02/27	07/27
	ADI-Okaloosa only	☒	04/24	07/24	02/30	07/30
	CCE-Okaloosa only	☒	04/24	07/24	02/30	07/30
	HCE-Okaloosa only	☒	04/24	07/24	02/30	07/30
Other	ADRC*	☒				
	AoA Grants	☐				
	EHEAP	☐				
	LSP*	☐				
	NSIP*	☐				
	RELIEF*	☒				
	SHINE*	☒				
	USDA*	☐				

Resources Used

- Advancing States
- American Community Survey
- AoA Special Tabulation Data 60+
- Behavioral Risk Factor Surveillance System
- Bureau of Economic and Business Research (BEBR)
- Explore Census Data
- Economic and Demographic Research (EDR)
- FLHealthCHARTS
- eCIRTS and Legacy CIRTS
- National Aging Program Information System (NAPIS) / The Older Americans Act Performance System (OAAPS) report
- Florida County Profiles
- Elder Needs Index Maps
- Targeting Data and Dashboard
- American Community Survey
- American FactFinder
- AoA Special Tabulation Data 60+
- Bureau of Economic and Business Research
- Centers for Disease Control & Prevention
- City Data.com
- DataUSA
- Development Authority of Walton County
- Economic and Demographic Research
- Florida Charts
- Florida West Economic Development Alliance
- Florida's Great Northwest
- Florida Housing Data Clearinghouse (<http://flhousingdata.shimberg.ufl.edu>)
- NAPIS
- National Association of States United for Aging and Disability (NASUAD)
- Okaloosa County Economic Development
- Santa Rosa County Economic Development
- WOW Index
- Targeting Performance maps
- World Atlas
- Emerald Coast Regional Council
- National Center for Education Statistics (<https://nces.ed.gov/ccd/districtsearch>)
- <https://www.flgov.com/eog>
- <https://scentevidencek9.com/product/scent-preservation-kit/>
- <https://www.noplacetogrowold.com>
- <https://www.informusa.org/certification-faq>

Executive Summary

This section describes the role of Northwest Florida Area Agency on Aging as a AAA and includes major highlights, key initiatives, and how the significant needs of the PSA will be addressed.

Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC), under the guidance of the Department of Elder Affairs (DOEA), is a part of the nationwide system of Area Agencies on Aging (AAA) created by the Older American's Act (OAA) and one of eleven throughout the state. The Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC), its Board of Directors, and AAA Advisory Council plan, coordinate, and allocate Older Americans Act (OAA) funds to provide services for persons 60 years of age and older in the NWFLAAA/ADRC service area.

Located throughout the PSA are older adult service providers that form the nucleus of diverse agencies serving seniors, caregivers, and adult children of seniors. Our Lead Agencies, other provider agencies, and our community partners are the backbone of senior services delivery. Northwest Florida Area Agency on Aging, Adult Disability Resource Center (NWFLAAA/ADRC) builds on this foundation to promote the independence and well-being of both current and future PSA 1 seniors. Components of this service system include:

- Northwest Florida Area Agency on Aging Advisory Council
- Elder Helpline Specialists
 - serving the aging population, their caregivers, and families, as well as individuals with developmental disabilities, their caregivers, and families
- Intake services
 - administering a screening instrument to help place consumers on the Assessed Prioritized Consumer List (APCL)
 - triaging clients for specific programs according to client needs and program criteria
 - benefits counseling
 - assisting clients through the Medicaid eligibility process
- Quality Assurance Monitoring
- Elder Abuse Prevention
- Evidence-Based Disease Prevention and Health Promotion Programs
- Serving Health Insurance Needs of Elders (SHINE)
- Emergency Home Energy Assistance for the Elderly Program (EHEAP)
- Utility Discounts and Assistance
- Adult Day Care
- Home Delivered Meals
- Congregate Meal Sites
- In-Home Services
- Legal Services
- Outreach

Northwest Florida Area Agency on Aging (NWFLAAA) was designated as an Aging Disability Resource Center (ADRC) during 2012. The goal is to provide persons with developmental disabilities, their families, and caregivers with customer-friendly access to services. Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC) maintains a resource database for the consumers of Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC) and regularly updates their brochures to promote the

resource database and on the website. New partnerships are being developed with aging and developmental disabilities service providers. This is continually promoted through marketing activities, health fairs, educational, and related venues. Elder Helpline staff ensure that the resource database is updated regularly with an emphasis on inclusion of developmental disabilities resources. Elder Helpline Staff will differentiate calls from the aging population and developmental disabilities population by utilization of the appropriate call marker. Training is ongoing for the Elder Helpline staff to ensure accuracy of resource information provided to consumers.

People over 60 years of age make up a larger proportion of the county's population than ever before. This growth will have major implications for both individual lives and community life. It will enrich our area with increasing wisdom and a wealth of intergenerational connections, and challenge families and community organizations to provide the support that seniors need to stay healthy, safe, engaged, and independent.

Projected Populations for age 60+

(Total Number of Residents Permanent and Institutionalized)

County	Present Population	Projected Population 2030
Escambia	92,350	106,128
Santa Rosa	53,374	71,639
Okaloosa	59,570	73,055
Walton	25,457	37,370

(2025 Florida County Profiles –Department of Elder Affairs; The Florida Housing Data Clearinghouse (<http://flhousingdata.shimberg.ufl.edu>))

The 2024-2027 Area Plan:

- Describes Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC) and its system of senior services
- Provides a demographic snapshot of Planning and Service Area One (PSA 1's) growing senior populations
- Identifies significant social, economic, and infrastructure challenges to the independence, health, and well-being of local seniors
- Highlights opportunities within the PSA 1 senior service system to promote healthy active aging
- Presents Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC) plan to strengthen the local framework of services to meet the needs of PSA 1's seniors

PSA 1 seniors are living longer (baby boomers have a total life expectancy of 84 years), represent 21 percent of PSA 1's population, and are made up of an expanding number of sub-populations differentiated by age, ethnicity, and economic status. While many PSA 1 seniors can live independently in their communities, share their lives with friends and family, and enjoy good quality of life as they age, there are those who are not so fortunate and are at-risk. Those at-risk include seniors with disabilities, low incomes, age 85 and older, geographically isolated, limited English-speaking proficiency. Being a part of multiple at-risk groups puts seniors at an even greater risk for decreased quality of life, loss of independence, and poor health outcomes.

Planning for and responding to the needs of an aging population requires collaboration among public and private stakeholders and a long-term commitment to make PSA 1 a place where seniors can achieve optimal health and well-being throughout their lives.

Challenges that we face include:

- The senior population continues to grow and change, requiring communities to develop new approaches and solutions to address their needs;
- Demands for long term solutions and supports will increase dramatically as seniors live longer;
- Seniors are vulnerable when economic conditions deteriorate, increasing the demands on public service systems;
- Pressures on family caregivers grow as caregivers themselves become seniors; and
- Many individuals and families are unprepared for the future and lack the resources to provide support for an aging senior.

Despite these challenges, PSA 1 looks to the future with optimism. Together, NWFLAAA/ADRC and its partner organizations have established a solid foundation for expanding the network of services. The experience, energy, and abilities of our senior population will be critical assets in addressing future challenges. As we work toward building a community that nurtures and supports every resident at every stage of life, seniors—with their dedication, strong work ethic, and deep commitment to family and community—will be among our most important resources.

Mission and Vision Statements

The Northwest Florida Area Agency on Aging, Inc. is a nonprofit organization with the mission to improve the quality of social and health services for older adults.

NWFLAAA is the designated Aging and Disability Resource Center for Planning and Service Area One (PSA 1) in the State of Florida. PSA 1 covers Escambia, Santa Rosa, Okaloosa and Walton counties. We are a proud partner with our area's lead agencies, an extensive list of service providers, and the State of Florida, Department of Elder Affairs.

As the Aging and Disability Resource Center, we provide information and referrals to community resources for elder persons and persons with developmental disabilities.

Mission

A viable community dedicated to accurately accessing and responsively addressing the needs of our elders and individuals with developmental disabilities. Facilitating the service needs of consumers so that they can age safely, with dignity and purpose, in their own homes and elder-friendly communities.

Vision

The Northwest Florida Area Agency on Aging/Adult Disability Resource Center (NWFLAAA/ADRC) has these specific functions:

- To serve as the focal point for information and referral services assisting elders and individuals with developmental disabilities.
- To plan and coordinate services for seniors in PSA 1.
- To administer responsibly the allocated federal and state dollars in this PSA, so that the maximum number of elders can be served; and
- To advocate on behalf of individuals with developmental disabilities and an aging society.

Success Stories

West Florida Area Health Education Center (WFAHEC) Healthy Aging Program Success Stories & Community Impact Program Impact Highlights

The Healthy Aging Program at West Florida Area Health Education Center (WFAHEC) is dedicated to helping older adults improve their health, maintain independence, and enhance their quality of life through evidence-based programs. Across our service area of Escambia, Santa Rosa, Okaloosa, and Walton counties, participants continue to experience meaningful improvements in physical health, confidence, self-management skills, and overall well-being.

The following stories, shared by our facilitators and participants, demonstrate the lasting impact these programs have within our communities.

These stories demonstrate that our programs provide far more than education—they empower individuals with the knowledge, skills, confidence, and support needed to remain healthy, independent, and engaged in their communities. Through these evidence-based interventions and meaningful community outreach, WFAHEC continues to make a lasting impact on the health and well-being of older adults throughout Escambia, Santa Rosa, Okaloosa, and Walton counties.

Tai Chi for Arthritis & Fall Prevention Regaining Independence and Confidence

One participant joined a Tai Chi for Arthritis class relying on a walker and expected to use it throughout the entire program. The instructor reassured her that using a walker, chair, or sitting during class was encouraged whenever needed to ensure safety and comfort.

Over the following weeks, she gradually transitioned from using her walker to holding the back of a chair. As her strength, balance, and confidence improved, she no longer needed either for most of the class. By the end of the program, she was completing the exercises independently while keeping a chair nearby if needed. She also shared that she had stopped using her walker at home because she felt stronger, more flexible, and more confident in her daily activities.

Returning to Everyday Activities Without Fear

Another participant enrolled after her physician recommended Tai Chi to address balance concerns. She explained that she had become fearful of grocery shopping because she worried about falling while reaching for items on store shelves.

Throughout the class, she practiced weight shifting, balance techniques, and body awareness. Near the conclusion of the program, she proudly shared that she had regained the confidence to shop independently again. With a smile, she demonstrated her improved stance and jokingly remarked, *“I dare anyone to try to take my wallet now!”* Her story reflects not only improved physical balance but also renewed confidence and independence.

Managing Arthritis Through Movement

One gentleman living with arthritis arrived in significant pain and initially participated only in the warm-up and cool-down exercises, performing movements within his comfort level and even imagining some of the forms when movement was difficult.

As the weeks progressed, he slowly incorporated more of the Tai Chi forms into his routine and

began practicing the warm-up and cool-down exercises regularly at home. By the end of the program, he reported experiencing less pain, improved mobility, and expressed his desire to continue participating because the program had made such a positive difference in his daily life.

Improved Mobility and Reduced Pain

A participant in her 70s shared that she had never taken a Tai Chi class before enrolling in the program. Prior to participating, she struggled to get into and out of a vehicle because bending her knee required assistance and caused discomfort.

After attending Tai Chi classes consistently for three months, she reported being able to enter and exit her vehicle without using her hands to assist her leg and without experiencing pain. She was delighted by these unexpected improvements and grateful for the increased ease in performing this everyday activity.

Continuing Healthy Habits Beyond the Program

A husband and wife spending the winter in our area enrolled in Tai Chi for Arthritis as first-time participants. Before returning to their hometown at the conclusion of the season, they expressed how grateful they were for having “tried Tai Chi.”

The experience inspired them to continue their wellness journey after returning home. They planned to locate a certified Tai Chi for Health Institute instructor in their community so they could continue practicing and maintaining the benefits they had gained through the program.

Chronic Disease Self-Management Program (CDSMP)

Prioritizing Self-Care

During a recent telephonic Chronic Disease Self-Management Program, one participant shared how the program helped him recognize the importance of making time for himself and avoiding the habit of taking on too many responsibilities.

At the conclusion of the workshop, he expressed his gratitude by presenting the facilitator with a painting created by his wife. The artwork depicted a beach scene with an airplane pulling a banner reading, “*Gentle Nudge*.” The thoughtful gift served as a meaningful reminder of the positive impact the program had on his outlook and commitment to self-care.

Diabetes Education Empowerment Program (DEEP)

Empowering Participants to Take Control of Their Diabetes

In our DEEP classes offered in Niceville and Milton, approximately **80% of participants** shared that when they had been diagnosed with Type 2 diabetes, their doctor did not explain what it meant leading the individual to not fully understand what the diagnosis meant or what steps they should take to manage their condition. Many reported receiving little education following their diagnosis and felt unsure about how to improve their health.

Through the DEEP curriculum, participants gained a better understanding of diabetes management, nutrition, physical activity, medication, blood glucose monitoring, and the importance of self-advocacy during healthcare visits.

Participants have shared that they now:

- Better understand what Type 2 diabetes is and how to manage it.
- Feel more confident asking questions and advocating for themselves during medical appointments.
- Have begun monitoring their food choices and portion sizes.
- Have incorporated regular physical activity into their daily routines.

- Have seen improvements in their blood sugar levels and reductions in their A1C.

The knowledge and confidence gained through DEEP have empowered participants to take an active role in managing their health and making sustainable lifestyle changes.

Powerful Tools for Caregivers (PTC) - Supporting Those Who Care for Others

Our Powerful Tools for Caregivers classes, hosted at First United Methodist Church, have created a welcoming environment where caregivers can openly share their experiences, challenges, and successes with others who understand their journey.

Participants consistently express appreciation for the opportunity to build relationships with fellow caregivers while learning practical skills and discovering valuable community resources.

Caregivers have shared that the program has helped them:

- Recognize the importance of caring for themselves while caring for others.
- Improve communication with their care recipients and family members.
- Develop strategies to reduce stress and caregiver burnout.
- Build confidence in their caregiving role.
- Feel less isolated by connecting with others experiencing similar challenges.

These connections have created a supportive network that extends beyond the classroom and continues to benefit caregivers throughout their caregiving journey.

Community Outreach - Fall Prevention Bingo

Community outreach remains an important component of the Healthy Aging Program.

During the month of **September**, WFAHEC will host **Fall Prevention Bingo** events at partner locations throughout **Escambia, Santa Rosa, Okaloosa, and Walton counties**.

These interactive events combine fun with education by teaching older adults important fall prevention strategies through an engaging bingo format while providing opportunities to connect with local resources. Participants will enjoy prizes, social interaction, and practical information that supports healthy aging and injury prevention.

Due to the positive response from community partners and participants, Fall Prevention Bingo will become an ongoing outreach initiative as we continue expanding our efforts to promote healthy aging throughout the communities we serve.

Council on Aging of West Florida Impact Stories

Meals on Wheels – Rochelle McCall

Rochelle McCall greatly values her independence. At age 67, she lives alone and still takes the bus when she needs to run an errand, something her adult daughters say they worry about. She initially started receiving home-delivered meals from Meals on Wheels after a fractured ankle left her unable to stand for months while she recovered.

“I was in a wheelchair for nine months and had to learn to walk again,” she says. “It would be hard for me to make meals for myself without them.” Rochelle grew up in Philadelphia, working in the King of Prussia Mall for most of her life before she and other family members moved to Pensacola. She attributes some of her determination to remain independent as she ages to her big city upbringing. She also knows how to stretch a dollar, and she says that as prices for everything from groceries to home insurance have risen, her Meals on Wheels have been a huge blessing in keeping her bills manageable.

She says she loves getting her weekly delivery and sometimes “doctors up” the dishes with a little extra sauce or seasoning. “It’s very convenient for a senior like me to just be able to heat up my meal. It saves me a lot,” she says.

As much as she enjoys her independence, Rochelle says she is ready to adjust in some ways as she gets older. She's currently looking to downsize from her three-bedroom home where she lives with her nine-year-old dog, Snoopy. She says she looks forward to enjoying the stress-free amenities of a senior apartment in the near future, and she plans to continue receiving her weekly Meals on Wheels deliveries in her new location.

Meals on Wheels and Meals on Wheels for Pets – Gregory Howard and Marshall

At over 70 years old, Gregory Howard is a Vietnam Veteran who receives services including Meals on Wheels through Council on Aging. He has lived a full life and continues to work hard daily to care for his family. He and his partner Lisa are foster parents to his two young grandsons. The children were recently placed with them and were experiencing the consequences of the past trauma. Gregory and Lisa did not have a lot financially to offer the children, but they had the most important resource those children needed: love. They said they trusted that God would lead them through whatever obstacles may come; And there were many.

Soon after, an adorable little black and white pit-bull terrier mix puppy started following Gregory while he was heading home one day. He tried several times to send the puppy away, but the puppy was determined to go wherever Gregory was going. Eventually, Gregory relented, and now this family of four has a new "furry" addition!

Gregory's grandson's immediately fell in love with the puppy, naming him Marshall because he favored the Paw Patrol character, Marshall the fire dog. Once Marshall joined the family, positive things started happening in their lives. Caring for Marshall helped to heal some of the trauma the boys have endured in their young lives. Their behavior at school and at home improved. Caring for Marshall teaches them responsibility, empathy, and unconditional love. Marshall is not considered a pet; he is a family member now. The beloved dog has a special relationship with each member of the family.

Gregory says at bedtime, his grandsons give Marshall kisses and tell him goodnight, and Lisa has gotten him certified as an emotional support animal because of the positive effects he has on her medical conditions. Gregory, who never believed in allowing a dog to live inside the home, has the closest relationship with Marshall.

Initially, they struggled to provide dog food for Marshall. They would sacrifice and share their food with him because that was all they had. When they found out Council on Aging could provide pet food deliveries along with Gregory's meals, the family was overjoyed.

According to the family, Marshall is "heaven sent," bringing hope and love to each member of the family. With Meals on Wheels and Meals on Wheels for Pets, Gregory and his family have another pillar of support as they provide a safe and loving home for his grandsons.

The Retreat Adult Day Care Center - Ellen and Susie Argeris

Susie Argeris stays busy as an active grandmother, wife, employee, and caregiver. When she's not working or going to grandkids' sporting events, she might be picking up meals for her mother or helping her run an errand. She also helps with caregiving for her mother-in-law Ellen.

Ellen moved in with Susie and her husband Gus five years ago and after two years they decided to look for more support for her. They wanted Ellen to be engaged and social during days when they couldn't be at home with her. Luckily, they knew about Council on Aging's day program The Retreat. "It's a big relief," she says. "Gus goes to work and I go to work and knowing she's in a

secure, clean, personable, and caring environment makes our days calm.”

Ellen’s warm and outgoing personality has been a great fit at The Retreat. Born in Greece, she has shared her heritage with staff and participants by leading them in Greek dances and singing the Greek national anthem. She’s attended for the last three years, and Susie says her family appreciates the peace of mind that comes from knowing Ellen is being cared for and gets to socialize while she’s at The Retreat.

“This place for her is wonderful and she’s excited to go,” she says.

Emerald Coast Council on Aging

At the Emerald Coast Council on Aging (ECCOA), outreach is much more than attending events—it is about building relationships, educating our community, reducing barriers to services, and ensuring that every older adult and caregiver knows they have somewhere to turn. Throughout the 2025-2026 program year, our agency significantly expanded its community presence, resulting in increased awareness, new participants in our programs, and stronger partnerships throughout Walton County.

Senior Fall Festival (Caregiver Event)

In November, ECCOA hosted one of our largest community education events at the DeFuniak Springs Community Center, welcoming approximately 200 caregivers, family members, seniors, and community partners. The event focused on educating caregivers about the many resources available to support them while emphasizing an important message that is often overlooked: caregivers must also take care of themselves.

Multiple local organizations participated by providing educational presentations, resource information, and one-on-one guidance regarding caregiving responsibilities, available support services, respite opportunities, and healthy caregiving practices. The atmosphere was intentionally welcoming and enjoyable, highlighted by a community chili cook-off that encouraged fellowship and conversation while attendees learned about services available throughout Walton County.

The event successfully connected families with resources they may never have discovered otherwise and strengthened collaboration among agencies serving older adults.

Walton County Fair

ECCOA proudly participated in the Walton County Fair, where our booth became an active hub for community conversations. Staff and volunteers distributed more than 300 informational brochures while spending countless hours speaking directly with residents about aging services, nutrition programs, transportation, caregiving, and opportunities to volunteer.

The personal conversations proved invaluable. Many attendees shared stories about caring for aging parents or neighbors, allowing our staff to introduce programs tailored to their specific situations. Following the fair, ECCOA experienced measurable growth in participation within our congregate meal program and an increase in referrals from community members who learned about our services during the event.

Downtown Christmas Market

During the Downtown Christmas Market, ECCOA hosted a community bake sale that served a far greater purpose than fundraising. Every visitor who stopped by was introduced to the mission of ECCOA, our nutrition programs, caregiver support, volunteer opportunities, and services available

to seniors throughout Walton County.

The holiday atmosphere created an excellent opportunity to engage residents who may not have otherwise been familiar with our organization. The event generated new community contacts while further strengthening our visibility as a trusted resource for older adults.

Senior Prom

One of the year's most memorable outreach events was our inaugural Senior Prom, where approximately 125 seniors enjoyed a day of music, dancing, laughter, friendship, and a wonderful meal. The event recreated the excitement of a traditional high school prom while celebrating the lives and experiences of Walton County's older adults.

Equally important, the Senior Prom served as a countywide resource fair. Organizations providing services to older adults staffed outreach booths throughout the venue, giving participants direct access to information regarding healthcare, nutrition, benefits assistance, transportation, wellness programs, and caregiver resources.

The event demonstrated that healthy aging includes joy, social connection, and community engagement. Many attendees expressed appreciation not only for the celebration itself but also for discovering services they did not realize were available.

Community Partnerships

ECCOA believes that successful outreach happens every month-not only during special events. Throughout the year, our staff actively participated in meetings and collaborative initiatives with the Walton Area Chamber of Commerce, the Walton County Health Department's WCHIP, Emerald Coast Senior Coalition, and Ray of Hope Senior Coalition, along with numerous other community partners.

These ongoing relationships have expanded countywide awareness of our programs, strengthened referral networks, and introduced ECCOA to new sponsors, volunteers, healthcare providers, and community leaders. By maintaining a consistent presence within these organizations, ECCOA has become recognized as a leading advocate for older adults throughout Walton County.

Farmers Bundles Distribution

In June 2026, ECCOA partnered in the distribution of 250 Farmers Bundles filled with fresh vegetables for area seniors. Each bundle also included information describing ECCOA's programs, meal services, and opportunities to become involved.

The response exceeded expectations. Following the event, our office experienced a noticeable increase in Facebook engagement, telephone inquiries, and requests for information regarding our nutrition and senior support programs. The distribution successfully combined healthy food with meaningful outreach, reaching seniors who may not have previously interacted with ECCOA.

Hurricane Meal Distribution

Preparing seniors before hurricane season is an important part of protecting our most vulnerable residents. In partnership with Florida Power & Light, ECCOA distributed approximately 150 emergency hurricane meal boxes to local seniors.

Community response was overwhelming. Within the first 30 minutes of opening, more than 35 seniors had already received emergency meals, and every available box had been distributed by

11 :00 a.m. The event not only provided emergency preparedness but also reassured seniors that they were not facing hurricane season alone.

Many participants expressed sincere gratitude for the program, and the event reinforced ECCOA's reputation as an organization that responds proactively to community needs.

Results and Impact

The cumulative impact of these outreach efforts has been significant. Throughout the year, ECCOA successfully:

1. Increased participation in congregate meal programs through direct community engagement. Expanded public awareness of services available to seniors and caregivers.
2. Strengthened relationships with healthcare providers, nonprofit organizations, businesses, local government, and civic organizations.
3. Increased sponsor interest and community support for agency programs.
4. Expanded volunteer opportunities and referral partnerships.
5. Enhanced engagement through social media, community events, and direct public interaction. Reinforced ECCOA's reputation as Walton County's trusted leader in senior services.
6. Every outreach event provided an opportunity to educate, inspire, and connect with members of our community. More importantly, these activities demonstrated that successful aging is about far more than receiving services-it is about belonging to a community that values, celebrates, and supports its older adults.
7. As ECCOA continues to grow, outreach will remain one of our most effective tools for ensuring that every senior, caregiver, family member, and community partner knows that help, hope, and opportunity are always within reach.

Legal Services of North Florida

Our client is a 94-year-old veteran who was served with a debt collection lawsuit after his wife passed in 2023. He reported that the loan has been taken out before his wife's death, they he had cosigned, and that he believed the debt had already been paid. The creditor claimed a balance of \$23,628.97 and was pressuring our client to make payments. We saw other signs that our client may be a victim of financial exploitation: he reported that a handyman brought him to an estate attorney where he signed documents involving his property. He added that automatic payments were made to credit card bills which were in his late wife's name only – meaning he was not responsible for this debt.

Our client was looking to sell his home to settle these debts. The situation created a risk that our client could lose or unnecessarily liquidate his home because of a disputed debt, creditor pressure, and confusion about his legal obligations. Because of Legal Services of North Florida's legal assistance, the creditor did not get the quick judgment against our client that it wanted. This led to the case being stalled with no further action by the creditor. We continue to monitor the case as we assist the client in understanding his legal rights.

Our elderly client came to LSNF seeking help to get the legal authority to assist his 18-year-old son, who has developmental disabilities and is unable to make all decisions independently. The family's school had advised them to look into guardianship. Our client wanted to understand what legal option would best fit his son's needs. His son was described as having some ability to function, but with significant limitations, so the main concern was how our client could support and make decisions for his son in the least restrictive way. LSNF reviewed the file and discussed the differences between full guardianship and guardian advocacy under Florida law, including the requirements, effects, and petition processes. After discussing the son's diagnosis, abilities, and

specific needs, LSNF recommended a guardian advocacy, and the client agreed. LSNF provided the father guidance on the process so that his son could live as independently as possible, while the father had the ability to help and know his son has the care needed.

Our client, 83 years old, is a homeowner facing what appeared to be a deed theft of her home. She told us that she never agreed to sell her property, never signed valid closing documents, and never received money from the people claiming to own her home, even though they claimed she had signed documents transferring an interest in the property. She was trying to remain current with her lender and explore loan or reverse mortgage options to save her home, while also dealing with serious health problems.

LSNF stepped in to challenge the documents and claims being used against her. Staff met with her at home, gathered records, text messages, medical documents, loan information, and other evidence. LSNF filed defenses on her behalf, as well as a lis pendens to put the public on notice that ownership of the property was disputed. LSNF also researched similar equity-stripping and deed theft cases, investigated the people and companies involved, responded to discovery, prepared for hearings, secured a court reporter, and coordinated with investigators after our client said she wanted to help prevent others from being victimized. We continue to work with our client to help her remain in her home and understand her legal rights.

Northwest Florida Legal Services, Inc.

Client success story: We had a senior in Pensacola who lived in her mobile home on a piece of property she believed her grandmother had left her. After checking title records, we found that the grandmother had not paid the property taxes on the parcel for several years before she died and someone had purchased a tax deed and was now trying to remove the client from the property. We explained the situation to the client, and she wanted to try and purchase the property from the person who bought the tax deed. She requested we contact the owner and negotiate the sale; she had \$7,000.00 saved up and would pay that much for the property. We told her we would talk to the owner and see if he was interested in selling to her for that price. The owner agreed and the client got title to the property and did not have to move her mobile home. She was happy she did not have to move.

Elderly client called about letter from her utility company telling her she was behind on her payment, and her utilities would be cut off if she did not send \$200.00 in gift cards to a certain address. We advised that it was a scam, no company requires payment by gift cards. We suggested she contact law enforcement to give them the address of the scammers listed for the payment.

2026 Escambia County Hope Day

Our 2026 Escambia County Hope Day at Brownsville Community Center yesterday was a HUGE success! We had over 45 Community Partner Vendor tables set up that included services provided for Legal Advice, Mental Health, Addiction Recovery, Veteran Services, Shelters, Health Care, and Children Services just to name a few.

ECAT provided FREE bus rides for anyone traveling to or from the event and we had 167 Homeless and Low-Income Households take advantage of these services!

In addition, our Tax Collector and his staff rose to the occasion and with the partnership of our local Continuum of Care, Opening Doors, were able to provide 58 FREE State Issued ID's to our citizens that need it the most.

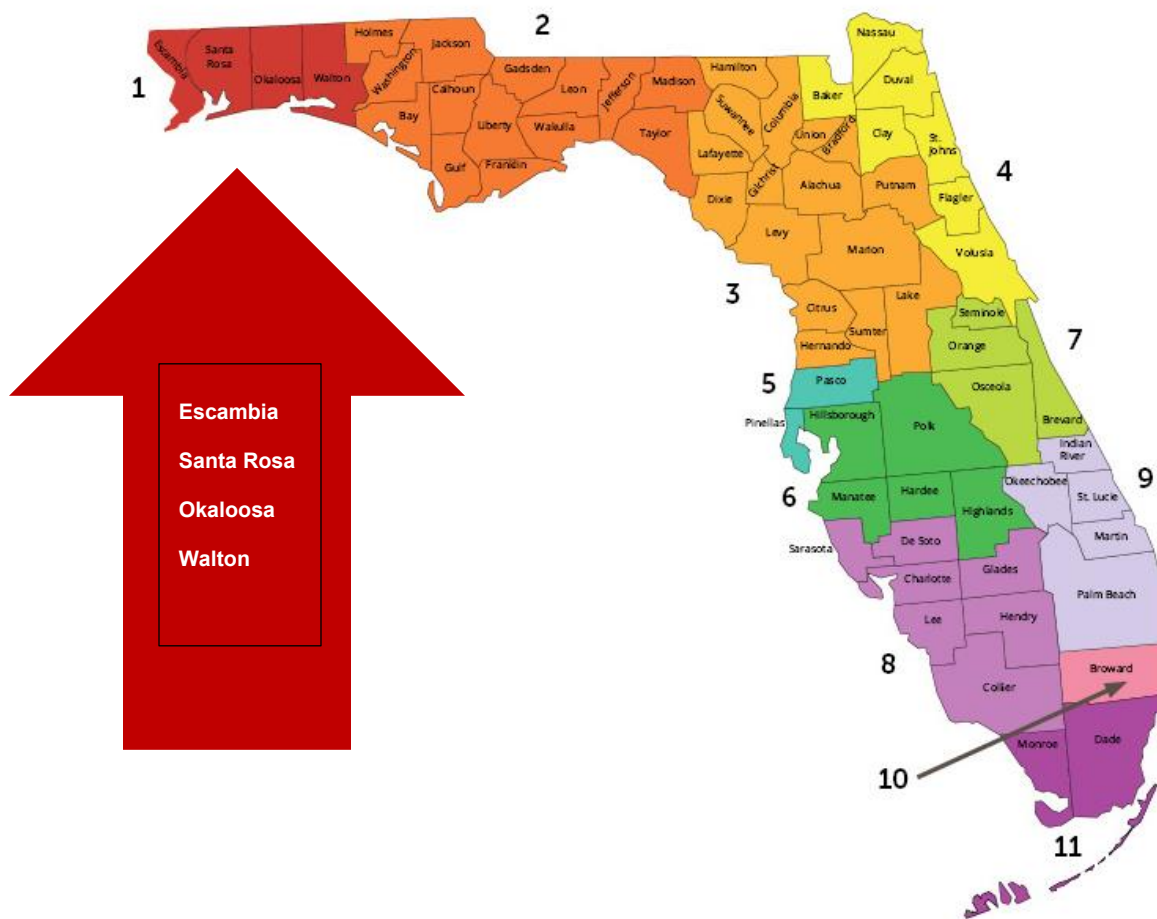
Profile

This section should feature an overview of the social, economic, and demographic characteristics of the PSA and the conditions of older persons in the PSA.

Identification of Counties

Identify the counties within the PSA. Use at least one map to visually display the PSA in relation to the entire state and one map to identify rural areas of the PSA.

The NWFLAAA/ADRC is the area agency for Planning Service Area 1 (PSA 1) which is comprised of Florida's four northwestern panhandle counties, Escambia, Santa Rosa, Okaloosa, and Walton. The combined population for all ages within this region is 799,892 Individuals. Of that, individuals aged 60+ equals 200,508 or approximately 25% of their total population. The state has 11 PSA geographic configurations designated by the Florida Legislature for the purpose of organizing aging programs, each of is led by an AAA.



	Escambia	Santa Rosa	Okaloosa	Walton
Population of Seniors 60+	88,362	49,541	56,060	17,138
% of Seniors 60+ total Population	26%	25%	26%	21%
Population of seniors 85+	8,250	3,600	5,330	1,729
% of Seniors 85+ total Population	2%	2%	2%	2%
At Poverty Level	5,541	2,310	2,699	1,252
Below 125%	7,793	3,270	3,891	2,567
Minority at Poverty Level	1,326	229	598	94
Male Living Alone	5,083	2,800	2,681	1,447
Female Living Alone	10,170	4,359	2,150	2,515
Total Living Alone	15,253	7,159	8,095	3,962
White	68,947	45,565	48,551	21,973
Black	16,317	2,311	4,983	1,087
Other	3,098	1,665	2,526	468
Hispanic (White and Non-White)	2,409	1,398	2,053	21,613
Total Minority	21,420	5,203	9,285	2,178
% of Census Total Tracts: Rural	0	0	5%	27%
% Of Census Tracts: Urban	100%	100%	95%	73%
Access to Internet	84%	89%	86%	86%
Probable Alzheimer's Cases	6,074	3,175	3,593	1,552

Source: 2025 Profile of Older Floridians, Department of Elder Affairs 2025

Escambia County

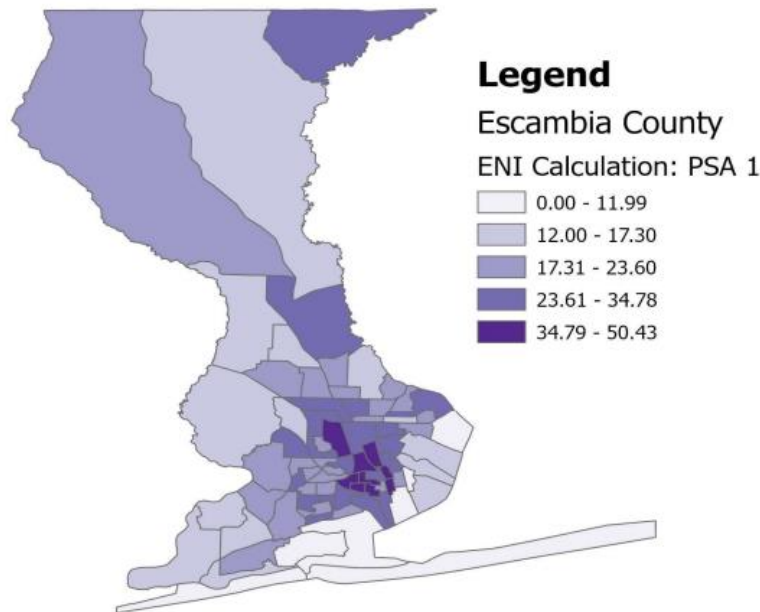
Escambia County, Florida has approximately 657 square miles of land area and is the 38th largest county in Florida by total area. Escambia County, Florida's westernmost county, is bordered by Alabama to the north and west, Santa Rosa County to the east, and the Gulf of Mexico to the south. Escambia County is the most populous of the four counties in the Planning and Service Area (PSA). According to the U.S. Census Bureau's July 1, 2025 population estimate, Escambia County has a total population of **333,834**. Approximately **20.3% of the population is age 65 and older**, demonstrating the significant and growing older adult population in the county.

The most common employment sectors for those who live in Escambia County, FL, are **Health Care & Social Assistance (21,471 people)**, **Retail Trade (17,654 people)**, and **Educational Services (13,242 people)**. The industries with the best median earnings for men in 2024 are **Manufacturing (\$67,642)**, **Public Administration (\$66,398)**, and **Finance & Insurance, & Real Estate & Rental & Leasing (\$61,844)**. The industries with the best median earnings for women in 2024 are **Finance & Insurance, & Real Estate & Rental & Leasing (\$54,021)**, **Public Administration (\$52,349)**, and **Wholesale Trade (\$41,156)**. Data from the Census Bureau ACS 5-year Estimate.

Home to Naval Air Station Pensacola, the Blue Angels, the Port of Pensacola, and major educational institutions including the University of West Florida and Pensacola State College, Escambia County has a large military-connected population and a diverse workforce supported by military, education, health care, financial services, and other major industries. Pensacola is recognized as the site of the 1559–1561 Luna settlement, identified by the University of West Florida as the first multi-year European colonial settlement archaeologically identified in the United States.

Navy Federal Credit Union, the world's largest credit union, continues to be one of the area's largest employers. As of December 31, 2025, Navy Federal reported approximately 8,500 employees at its Pensacola operations and more than 25,000 employees worldwide. Baptist Health Care is also a major regional employer, reporting more than 4,500 team members in 2025. The Escambia County School District remains one of the area's major public-sector employers, providing employment across instructional, administrative, transportation, food service, and other support positions.

Elder Needs Index



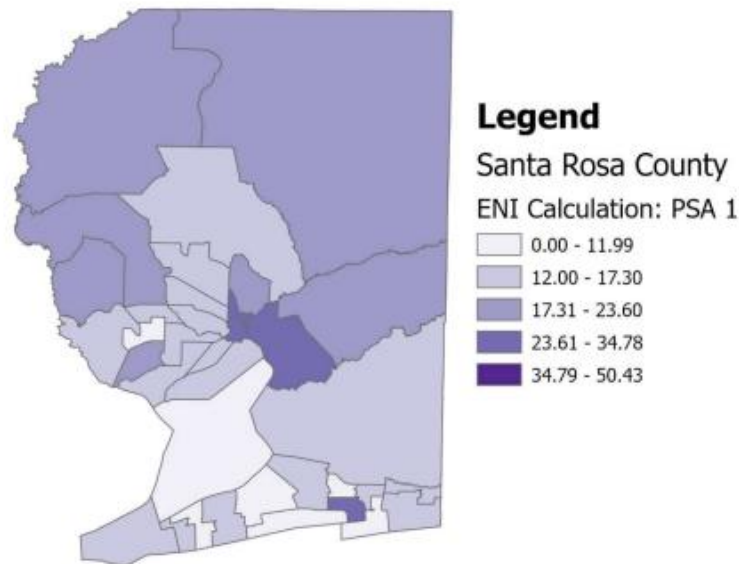
The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

Santa Rosa County

Santa Rosa County has a total land area of approximately **1,012.4 square miles** and is one of the larger counties in Florida by land area. Santa Rosa County is bordered by Alabama to the north, Escambia County to the west, Okaloosa County to the east, and the Gulf of Mexico to the south. According to the U.S. Census Bureau, Santa Rosa County had an estimated population of **211,115 as of July 1, 2025**, representing continued population growth since the 2020 Census population of 188,000. Approximately **18.8% of the county's population is age 65 and older**. The county's growing population and older adult population continue to be important considerations for planning and delivery of aging services.

Santa Rosa County has a diverse employment base that includes military, government, education, health care, retail, and manufacturing. According to the Santa Rosa County Economic Development Office's 2024 major-employer data, leading public-sector employers include **Federal Military (3,327 employees), Santa Rosa County School District (3,260), Federal Government/Civilian/Contractor employment (1,682), State Government (1,300+), and Santa Rosa County Government (1,000+)**. Major private-sector employers include **Baptist Healthcare Systems, Walmart, Santa Rosa Medical Center, and Publix, each employing 500 or more workers**.

Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

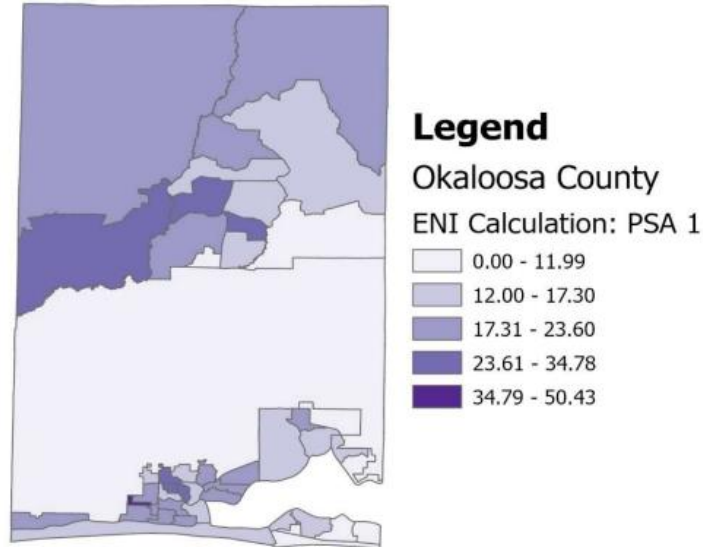
Okaloosa County

Okaloosa County has a total area of approximately **1,082 square miles**, including approximately 935.63 square miles of land and 146.37 square miles of water. The county is bordered by Alabama to the north, Santa Rosa County to the west, Walton County to the east, and the Gulf of America to the south. According to the U.S. Census Bureau, Okaloosa County had an estimated population of **221,810 as of July 1, 2025**, representing continued population growth since the 2020 Census. Approximately **18.2% of the county's population is age 65 and older**. The county's growing population and significant older adult population are important considerations for planning and delivery of aging services.

Okaloosa County has a diverse economic base supported by military installations, government, education, health care, retail, tourism, and defense-related industries. Major employers include the **Okaloosa County School District, Eglin Air Force Base, Hurlburt Field, Walmart, and HCA Florida Fort Walton-Destin Hospital**, among other public and private-sector employers.

Okaloosa County is home to **Eglin Air Force Base and Hurlburt Field**, which are major contributors to the county's economy and workforce. Eglin Air Force Base is the Air Force's largest installation, encompassing approximately 726 square miles. The 96th Test Wing at Eglin supports more than **10,000 military, civilian, and contractor personnel** and conducts developmental testing and evaluation of aircraft, weapons, command-and-control systems, avionics, radar, and other advanced technologies.

Elder Needs Index



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

The index cutpoints in the ENI is scaled at the PSA-level

Source: Florida Department of Elder Affairs using U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

Walton County

Walton County, located in northwest Florida, has approximately **1,038 square miles of land area** and is the **12th largest county in Florida by total area**. The county is bordered by Alabama to the north, the Gulf of America to the south, Okaloosa County to the west, and Holmes, Washington, and Bay Counties to the east. Walton County is the smallest of the four counties in the Northwest Florida Planning and Service Area (PSA) by population and is the only county in the PSA partially designated as rural in the Florida Department of Elder Affairs Profile of Older Floridians. According to the U.S. Census Bureau, Walton County had an estimated population of **93,288 as of July 1, 2025**, representing a significant increase from the 2020 Census population of 75,305. Approximately **21.1% of the county's population is age 65 and older**. Walton County's economy is supported by tourism, retail, hospitality, construction, health care, and other service industries. In 2024, the largest employment sectors for Walton County residents were **Retail Trade (4,625 people)**, **Accommodation & Food Services (3,983 people)**, and **Construction (3,790 people)**.

Major public-sector employers include the **Walton County School District and Walton County Government**, which provide employment across education, public administration, public safety,

infrastructure, and other essential services. Employer counts should be updated annually using the most recent information available from the county, school district, and other official sources. Walton County's **approximately 26 miles of Gulf Coast beaches, four state parks, coastal communities, and recreational amenities** contribute significantly to its tourism-based economy and quality of life. The county also benefits from its proximity to regional transportation and commercial centers, including the Port of Panama City, a deep-water port that serves international and domestic commerce and is designated as a Foreign-Trade Zone. Walton County's combination of coastal tourism, residential growth, natural resources, and expanding commercial activity continues to influence its workforce, economy, and demand for community services, including services for the county's growing older adult population.

Walton County

This profile of older Floridians is a source of current information related to seniors in the county. Topics include the current and future population of older adults, the prevalence of older adults who experience financial and housing issues, the array of health and medical resources, and information related to disasters. As Florida's older adult population grows, awareness of these issues is needed to ensure that elders continue to be vital participants in their communities.

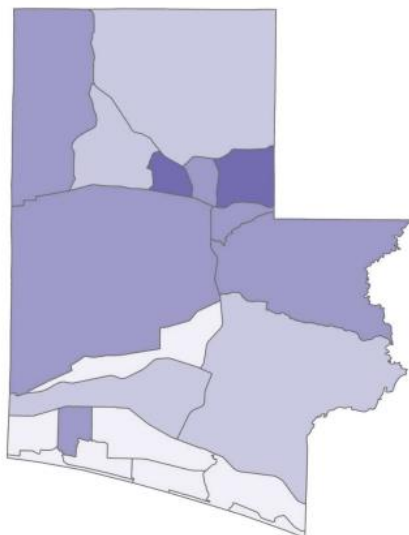
Elder Needs Index

Legend

Walton County

ENI Calculation: PSA 1

- 0.00 - 11.99
- 12.00 - 17.30
- 17.31 - 23.60
- 23.61 - 34.78
- 34.79 - 50.43



The Elder Needs Index (ENI) is a measure that includes: (1) the percentage of the 60 and older population that is age 85 and older; (2) the percentage of the 55 and older population that are members of racial or ethnic minority groups; (3) the percentage of the 65 and older population with one or more disability; and (4) the percentage of the 55 and older population living below 125 percent of the Federal Poverty Level. ENI is an averaged score indicating older adults who may need social services within a geographic area. **It is not a percentage of the area's population.** Interactive maps, viewing software, and a detailed user's guide are available at http://elderaffairs.state.fl.us/doea/eni_home.php

Identification of Major Communities



Population Projections, Total (Permanent + Institutional), 2010-2050

Escambia County	2025 Population	2050 Population Projections
Century	1,674	1,488
Pensacola	55,578	57,149
Unincorporated	281,849	318,062
Total	675,223	376,699

Escambia County includes two incorporated municipalities, the City of Pensacola and the Town of Century, with Pensacola being significantly larger than Century. According to U.S. Census Bureau data, Escambia County had a population of 323,275 in 2023 and a median household income of \$65,715. The City of Pensacola had a population of approximately 54,000 in 2023 and an estimated population of 53,817 as of July 1, 2025. The most recent Census data report a median household income of \$74,212 for the City of Pensacola. Northwest Florida Area Agency on Aging, Inc. (NWFLAAA), headquartered in Pensacola, serves as the Aging and Disability Resource Center (ADRC) for Planning and Service Area 1 (PSA 1), which encompasses Escambia, Santa Rosa, Okaloosa, and Walton counties.

Population Projections, Total (Permanent + Institutional), 2010-2050

Santa Rosa County	2025 Population	2050 Population Projection
Gulf Breeze	6,454	6,592
Jay	555	555
Milton	10,265	10,358
Unincorporated	190,049	256,221
Total	207,323	273,726

According to the United States Census Bureau, Santa Rosa County's county seat is the City of Milton. The City of Milton had a population of 10,197 according to the 2020 Census and an estimated population of **11,440 as of July 1, 2025**, representing a **12.0% increase** from the 2020 Census estimates.

Santa Rosa County is governed by a five-member Board of County Commissioners, with commissioners representing the county's five districts.

For purposes of the 2025 Area Plan Update, these figures provide the most current population and economic information available, with the City of Milton's 2025 population estimate paired with the latest available median household income data from the 2020–2024 American Community Survey.

Population by Age Projections, Total (Permanent + Institutional), 2010-2050

Okaloosa County	2025 Population	2050 Population Estimate
All Ages	224,903	261,908
Cinco Bayou	465	496
Crestview	28,872	35,895

Destin	14,972	17,710
Ft Walton Beach	21,310	21,452
Laurel Hill	685	887
Mary Esther	4,752	6,072
Niceville	17,046	21,189
Shalimar	800	882
Valparaiso	5,066	5070
Unincorporated	130,935	152,255

Fort Walton Beach is a major population center in Okaloosa County, with an estimated population of 21,097 as of July 1, 2025. The city experienced a 0.8 percent population increase from the 2020 Census estimate base through 2025. Fort Walton Beach has a median household income of \$68,538, based on 2020–2024 data in 2024 dollars. Crestview, the county seat of Okaloosa County, has an estimated population of 31,193 as of July 1, 2025, representing a 13.8 percent increase from the 2020 estimate base.

Population by Age Projections, Total (Permanent + Institutional) 2010-2050

Walton County	2025 Population	2050 Population Estimate Projection
DeFuniak Springs	6,295	6944
Freeport	10,549	25,965
Paxton	574	465
Walton-Unincorporated	70,878	91,425
Total	88,296	124,799

Walton County, Florida, encompasses 1,038.3 square miles of land area and ranks as the 12th largest county in Florida by total area, according to the U.S. Census Bureau. The county's population was estimated at 93,288 as of July 1, 2025, representing a 23.9 percent increase from the 2020 Census population of 75,305.

Socio-Demographic and Economic Factors:

While PSA 1's target population is defined by the Older American's Act as age 60 and older, clearly all members of this group are not as needy as certain segments. The "older-old", the functionally impaired, the self-neglecting individuals living alone, and those with few resources or support systems are our first priority for supportive services in order to prevent unnecessary or premature admittance of elder Floridians to nursing homes. We also recognize the importance of preventive health measures, job assistance, mental health, and wellness aids for our "younger" elder individuals. **The 2025 Florida County Profiles** from the Department of Elder Affairs provides the following information:

60 + Population by Age Category

Escambia			Santa Rosa		Okaloosa		Walton	
Age	Population	Percent of total population	Population	Percent of total population	Population	Percent of total population	Population	Percent of total population
60+	88,362	26%	49,541	24%	56,060	26%	23,528	28%
65+	66,326	20%	35,408	17%	40,877	19%	17,138	21%
70+	45,777	14%	23,495	12%	27,848	12%	11,429	14%
75+	29,283	9%	14,525	7%	17,894	8%	6,938	8%
80+	16,473	5%	7,829	4%	10,338	5%	3,638	4%
85+	8,250	2%	3,600	2%	5,330	2%	1,729	2%

Comparison of Financial Status of Age 60+

	Escambia		Santa Rosa		Okaloosa		Walton	
Financial Status	Total	% of total	Total	% of total	Total	% of total	Total	% of total
At Poverty Level	5,541	8%	2,310	7%	2,699	7%	1,252	7%
Below 125% of Poverty Level	7,793	12%	3,270	9%	3,891	10%	1,567	9%
Minority At Poverty Level	1,326	2%	229	1%	394	1%	94	1%
Minority Below 125% of Poverty Level	1,864	3%	325	1%	568	1%	117	1%
Total	16,524	25%	6,134	18%	7,552	19%	3,030	18%

Florida's demographics for seniors aged 60 and over is 26% with 25% at or below poverty level. Escambia County has the highest percentage of seniors aged 60 and over at 26% and the highest percentage of seniors aged 60 and over below the poverty income guidelines at 20%. All of PSA 1 is below the average for the State of Florida in these 2 areas.

Socially Isolated Elders

Living Situation	Escambia (#)	Santa Rosa (#)	Okaloosa (#)	Walton (#)
Living Alone	15,253	7,159	8,095	3,597

There is a high percentage of elders who are considered socially isolated and are living alone in PSA 1. While living alone does not inevitably lead to social isolation, it is certainly a predisposing factor. Yet another important consideration is how often seniors engage in social activities. Escambia County has the highest percentage of elders living alone with a total of 15,253. Walton County has the smallest at 3,597.

An important component of successfully aging in place for elders is their living situation, specifically, whether they live with their spouse, with others, or alone. Elders who live with a spouse have higher chances of remaining in the community for a host of reasons. Spouses

contribute to better mental health, greater material quality of life, and a higher likelihood of receiving care, should it become necessary because of illness or disability.

Race and Ethnicity

Ethnicity	Escambia		Santa Rosa		Okaloosa		Walton	
	#	%	#	%	#	%	#	%
White	68,947	78%	45,565	92%	45,551	87%	21,973	93%
Black	16,317	18%	2,311	5%	4,983	9%	1,087	5%
Other Minorities	3,098	3%	1,665	3%	2,526	5%	468	2%
Total Hispanic	2,409	3%	1,227	2%	2,053	4%	680	3%
Total Non-Hispanic	85,953	97%	48,143	97%	54,007	96%	22,848	97%
Total Minorities*	21,420	24%	5,203	11%	9,285	17%	2,178	9%

The minority population is the summation of black, other, and Hispanic; Source: 2024 Profile of Older Floridians

The chart above represents the percentages of minority and culturally diverse populations across the PSA. Escambia County, of the four counties of the PSA, would be considered the more culturally diverse of the four among the 60+ population with the highest percentages of Black and Hispanic individuals.

Supplemental Nutrition Assistance Program (SNAP) or Food Stamps Assistance Individuals (60+)

Region	Potentially Eligible	Annual Participants	Current Beneficiaries as of Dec-24	Percent of Total Population Receiving Benefits
Escambia	7,793	9,810	7,554	10%
Santa Rosa	3,270	3,094	2,269	5%
Okaloosa	3,891	3,246	2,430	5%
Walton	1,567	1,338	985	5%
PSA 1	37,987	41,974	26,412	5%

Potentially Eligible are individuals below 100% Source: Florida Department of Children and Families, 2024. Unless otherwise noted, the data presented in this Profile refer to populations in Florida age 60 and older

The number of seniors using food stamps in the PSA has shown a slight increase over the past four years with a total of 41,974 recipients, as compared to 15,580 in 2021. DOEA county profiles indicate that there are 37,987 seniors who are potentially eligible to receive food stamps. (Data from the 2025 Profile of Older Floridians) In our PSA, we look to the Lead Agencies to promote the congregate meal sites and to make the service appealing and accessible to more individuals. At the AAA we plan to focus on the promotion of the SNAP program, as numbers indicate the service is underutilized. Focus will include assisting with the application process where

appropriate and making a referral to the local DCF/Access office.

Economic and Social Resources

Northwest Florida offers sugar-white beaches, bountiful fresh seafood, chartered boat cruises, and personal watercraft sports. All four counties of the PSA share this attraction with miles of pristine white sand beaches, acres of lakes and state forests. From housing to utilities, to groceries, to healthcare, Northwest Florida newcomers are often pleasantly surprised to see how far their dollar will go in the Panhandle. Housing in Escambia County, Pensacola, for example, cost of living is 36% lower in Pensacola, while Okaloosa County, Fort Walton Beach, is at 94 percent of the national median. The University of West Florida is located in Escambia County, with another campus in Okaloosa County. Pensacola is also the home of Pensacola State College.

Since its earliest days, the basic fabric of Escambia County has been interwoven with the United States military. Home to Naval Air Station Pensacola, the Blue Angels, Port of Pensacola and America's first European settlement, Escambia County has a large population of military retirees.

From its expanding tourism, vibrant farming community, growing industrial presence, and our strong military ties to top notch schools, it is no surprise that Santa Rosa County is one of the fastest growing counties in the United States. The county has over 31,000 military retirees and is ranked second in the nation for military retiree concentration. There are approximately 100,000 military veterans in Santa Rosa and neighboring counties.

Okaloosa County sells itself! With an estimated 143 million people visiting the Emerald Coast annually, Okaloosa enjoys its stable year-round consumer activity. Although tourism peaks in the spring and summer, vacationers and part-time residents enjoy the mild fall and winter months. Add this population influx to the local population and that equates to a stable year-round retail environment. Every dollar spent in Okaloosa County from tourism goes through the local economy 1.8 times or more. Okaloosa County is home to one of the largest military bases in the world, Eglin Air Force Base, so a large percentage of the community revolves around aerospace and defense industries.

Tourism is a large economic contributor for Okaloosa County. In 2024 it is estimated that there were 143 million visitors—an increase of 1.7% with over 1.8 million visitors to Okaloosa Island. Although the primary attractions are the beautiful sugar-white beaches and the bountiful fishing, there are many other recreational activities to enjoy in Okaloosa County, including inviting resorts, scenic countryside, temperate climate, abounding arts and culture, and quaint downtown areas. Okaloosa County is in the top-five destinations for visitors traveling by auto.

The government sector, which includes the federal, state, and local levels, is the single largest employer in the local economy, accounting for almost 20 percent of all employment. The strong military presence in Okaloosa County creates a technical and economic foundation for growth and expansion.

The Walton County business community is diverse and growing. Despite its growth, Walton County has a population density of about 50 people per square mile, which is nearly six times lower than the state's average.

The cost of living in Northwest Florida is rated lower than the average for the nation. When comparing the four counties in PSA 1, living expenses are much higher in Okaloosa County and are the lowest in Escambia County. Okaloosa County has a total population of 205,906 and Escambia County has a total population of 325,985. Okaloosa County has the lowest percentage of seniors below 125 percent of the poverty guideline at 9.6 percent with Walton County the highest at 13 percent. The high cost of living in Okaloosa may account for the low rate of "low income" seniors residing in the area as they may seek residence in nearby counties.

The following chart depicts the average annual expenses for people 65 and older with and without mortgages and renters.

Average Annual Expenses for Elders Age 65+		Escambia	Santa Rosa	Okaloosa	Walton
Single	Owners, with mortgage	\$32,868	\$33,480	\$40,269	\$34,608
	Owner, without mortgage	\$21,504	\$22,512	\$26,784	\$21,372
	Renters, one bedroom	\$27,228	\$27,396	\$32,460	\$27,348
Couple	Owners, with mortgage	\$44,640	\$46,476	\$55,788	\$46,692
	Owners, without mortgage	\$33,276	\$34,704	\$42,279	\$33,456
	Renters, one bedroom	\$39,000	\$39,168	\$47,952	\$39,432

The 2025 Profile for Older Floridians states that 26% of households in **Escambia County** contain a person who is age 60 and older. An average of 8% of the individuals in these households are living below poverty. The median income of households in Escambia County was \$65,715. The median income for residents 65+ is \$56,205.

A total of 34,144 seniors is employed (51%) 1,403 (2%) listed as unemployed. There are 58,720 listed as Social Security Beneficiaries and 1,952 (22%) SSI Recipients.

The median household income for all ages in **Santa Rosa County** is 88,968. Approximately 17% of households contain a person who is age 65 and older with 16% of those at or below poverty level. Single seniors who own their home without a mortgage have annual living expenses of approximately \$22,512. Couples with a mortgage had annual expenses of \$33,480.

A total of 20,012 seniors are employed (57%) and 725 (20%) are listed as unemployed. There are 33,060 (77%) listed as Social Security Beneficiaries and 466 (20%) SSI Recipients

The median household income for all ages in **Okaloosa County** is \$70,835. Single seniors who own their home with a mortgage have annual cost of living expenses of \$40,269. Couples without a mortgage had annual cost of living expenses of \$42,279. Approximately 19% of households contain a person who is age 65 and older.

A total of 24,104 seniors are employed (59%) and 578 (1%) are listed as unemployed. There are 36,565 (78%) listed as receiving social security benefits and 630 (22%) SSI Recipients.

The median household income for all ages in **Walton County** is \$79,281. Single seniors who own their home with a mortgage have annual cost of living expenses of approximately \$34,608. Couples with a mortgage had annual cost of living expenses of \$46,692.

There are approximately 21% of households with an individual who is age 65 or older. A total of 10,388 seniors are employed (61%) and 211 (1%) are listed as unemployed. There are 15,240 (78%) listed as receiving social security benefits and 189 (22%) SSI Recipients.

Income and Earnings PSA 1				
	Escambia	Santa Rosa	Okaloosa	Walton
Median Income 65+	\$56,205	\$64,407	\$70,835	\$66,532
Social Security Beneficiaries	58,720	33,060	36,565	15,240
SSI Recipients	1,952	466	630	189

Santa Rosa County has the highest annual income of the four counties of the PSA as well as the highest in Social Security income and Supplemental Security Income. Okaloosa County has the highest average in "other" retirement income.

Description of Service System:

Mandated by the Older Americans Act (OAA) and integral to the planning and service delivery system at the PSA level is the AAA. It is charged by the OAA, and subsequently by DOEA, with assessing, planning, developing, coordination, funding, administering, monitoring, and evaluation services for elders, their families, and caregivers; educating elder Floridians and the community on issues affecting their health and well-being; and advocating on behalf of an aging society.

Lead Agencies provide case management (for those programs using case management as a service) to all enrolled consumers within the Community Care Service Area (CCSA) to which they are assigned by the AAA. In Escambia, Santa Rosa, Okaloosa, and Walton Counties these agencies also directly provide some services in accordance with Chapter 430, Florida Statutes. Each Lead Agency is a private non-profit organization that is selected by the AAA through a competitive bid process. The Lead Agencies for PSA 1 are:

- Escambia County – Council on Aging of West Florida, Inc.
- Santa Rosa County – Council on Aging of West Florida, Inc.
- Okaloosa County – Elder Services of Okaloosa County
- Walton County – Walton Okaloosa Council on Aging

Active Consumer Count by Program August 2026

(eCIRTS - eClient Information and Registration Tracking System – DOEA)

Current Enrollment Counts (Counts Only)

Report ID 11313 - This is total current enrollments filterable PSA, county and program.

County	Program	Active Enrollments	County	Program	Active Enrollments
ESCAMBIA	ADI	52	SANTA ROSA	ADI	33
	CCE	66		CCE	47
	HCE	22		HCE	14
	MLTC	1919		MLTC	583
	O3C1	483		O3C1	124
	O3C2	117		O3C2	42
	OA3B	103		OA3B	49
	OA3E	36		OA3E	31
	OA3ES	7		OA3ES	2
	County Total	2805		County Total	925
OKALOOSA	ADI	34	WALTON	ADI	7
	CCE	49		CCE	23
	HCE	23		HCE	8
	MLTC	731		MLTC	214
	O3C1	160		O3C1	138
	O3C2	111		O3C2	37
	OA3B	47		OA3B	19
	OA3E	21		OA3E	5
	OA3ES	19		OA3ES	1
	County Total	1195		County Total	452

*The same consumer may be enrolled in more than one program and is counted for each program.

Role in Interagency Collaborative Efforts

The AAA actively supports the state agency's departments involved in the administration of aging programs. These include the office for Comprehensive Assessment, Review and Evaluation for Long Term Care Services (CARES), the Long-Term Care Ombudsman Council, and the Memory Disorder Clinic.

Area agency staff lend support to the Memory Disorder Clinic's training and conferences while utilizing the expertise of the Clinic's social workers when planning projects of related interest.

The AAA leads the DOEA's Dementia Care and Cure Initiative (DCCI) monthly meetings with community leaders. We continue to target first responders in efforts to educate the community about dementia. This initiative seeks to increase awareness of Dementia, services, supports, develop Caring Communities work plans, and promote care and cure for both those diagnosed and those caring for someone with dementia.

Close contact is maintained by the AAA with the Florida Department of Children and Families

(DCF), particularly the local Adult Protective Services (APS) and the Economic Self-Sufficiency unit. NWFLAAA staff will attend quarterly Adult interagency Meetings (AIM) meetings and have partnered with DCF to provide training and promote World Elder Abuse Awareness Day (WEAAD). Training has been focused on recognition and prevention of Adult Abuse, Neglect, and Exploitation.

In Escambia County, a relationship has been established with Lakeview Center, a behavioral health center, which is also represented in Santa Rosa and Okaloosa Counties. This relationship has resulted in a training collaboration for the AAA's annual WEAAD training event.

NWFLAAA/ADRC staff have continually served as Board members on each of the Transportation Disadvantage Coordinating Boards for our PSA. The AAA will be pursuing a partnership with the University of West Florida and Pensacola State college to promote and co-sponsor educational programs for our elders.

The NWFLAAA/ADRC has maintained a partnership with the Agency for Persons with Disabilities (APD) ensure I & R resources are kept up to date for consumers in this population. We have a close working relationship with our local Center for Independent Living-Disability Resource Center (CIL-DRC) and participate in joint outreach and training ventures whenever possible.

NWFLAAA/ADRC has a long history of working with the Senior Community Service Employment Program (SCSEP) through its provider agency, the National Caucus on Black Aging. Senior workers are utilized in jobs to gain work experience and training that may lead to permanent employment as positions become available.

NWFLAAA/ADRC has recently established a relationship with Florida Department of Health for Walton County. Walton Community Health Improvement Partnership (WCHIP) is a group of people from a variety of agencies, organizations, and businesses who want to make a difference in the health of Walton County's citizens. The AAA's representative serves as a part of the awareness group and attends bi-monthly meetings.

The AAA has been fortunate to hold contracts for several years with three Lead Agencies, Council on Aging of West Florida, Elder Services of Okaloosa County and Walton Okaloosa County Council on Aging. Health and Wellness services are provided through a contract with West Florida Area Health Education Center (WFAHEC). Legal services are provided for Escambia and Santa Rosa Counties through Legal Services of West Florida, dba Emerald Coast Legal Services. The AAA recently secured an agreement with Northwest Florida Legal Services to provide services in the Okaloosa and Walton County areas.

Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis

SWOT Development Process Description

NWFLAAA/ADRC conducted the Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis in four separate phases beginning with a brainstorming session with the AAA's administrative and management staff. This resulted in valuable information that was used as a springboard in providing insight into barriers that may be present, while identifying strengths available that can be activated to counteract those barriers. Input was then solicited from the AAA general staff that proved to be valuable and insightful.

SWOT analysis exercises were conducted separately with the members of the Advisory Council during their regularly scheduled meeting and the Board of Directors in a separate scheduled meeting. Prior to each meeting participants were provided with a copy of the SWOT guidelines from the Area Plan template and the results from the previous SWOT exercises, to prepare them for the brainstorming sessions.

Strengths

1. Proven track record for providing cost-effective services with a proven grant management tracking record coupled with quality assurance built into the monitoring process.
2. Dedicated and experienced employees providing consumer-friendly access to the DOEA system.
3. Long-term provision of services spanning over 40 years in the Aging Network.
4. Knowledgeable and dedicated providers.
5. Extensive network of collaborative partnerships with outside agencies in the region to assist with the planning and advocacy needs of elders.
6. Diverse Board of Directors and Advisory Council members available to provide feedback and decision making for the provision of elder services in the region.
7. Successful SHINE (Serving Health Insurance Needs of Elders) volunteer program with professional unbiased Medicare Counselors to serve our region.
8. Successful Veteran's Affairs Program covering multiple counties both inside and outside of the PSA 1 region, with planned growth in 2024.
9. Positive feedback from the public on customer satisfaction surveys.
10. The Department of Elder Affairs has been a stable funding source for the PSA.

Weaknesses

1. Competition with our provider agencies for the same funding opportunities outside of DOEA.
2. Limited resources in the region to address the transportation needs of elderly citizens.
3. Demand for services outweighs the availability of funding resources.
4. The Agency website needs to be updated and branding process completed.
5. Additional funding sources are needed to properly address the agency's needs related to fundraising and capital improvements.
6. Continual challenges related to timely reporting, billing, tracking, and contract administration with the eCIRTS reporting system.

7. Thorough eCIRTS training is needed to properly prepare staff for the next phases of implementation.
8. Challenges to targeting the most vulnerable populations in rural communities.
9. Lack of current policies and procedures throughout the organization.
10. Confusion in Escambia County related to the differences between Northwest Florida Area Agency on Aging and the lead agency, Council on Aging of West Florida, also located in Pensacola.

Opportunities

1. Expand fundraising and grant writing opportunities.
2. Increase partnerships with colleges and universities to develop internship programs.
3. Increase partnerships with faith-based and other non-profit organizations via outreach to maximize service delivery to seniors in the region.
4. Strengthen military partnerships to improve outreach and referral to veterans.
5. Increase networking with local businesses and partners for reciprocal relationships in special event planning.
6. Expand social media presence as an additional mode of promoting AAA services and activities.
7. Further develop the Information & Referral resource database.
8. Provide relevant training to the local aging network by relaunching the Regional Training Symposium.
9. Expand volunteer program to maximize in-kind donations for the agency and reduce work load on staff.
10. Maximize staff abilities through team building, staff training and leadership development.
11. Pursue collaborative relationship with the new Baptist Hospital Complex
12. Increase collaboration with partner agencies for smoother coordination of services and acceptance of referrals.
13. Refine agency policies and procedures.

Threats

1. The Gulf Coast is vulnerable to hurricanes and severe weather.
2. Lack of regional transportation systems to address the needs of seniors.
3. Lack of affordable housing options in the region coupled with an increased cost of living.
4. Increased numbers of scams targeting seniors across the county and in our region.
5. Long-wait list(s) and frustrations on behalf of seniors related to the on-going waitlists.
6. Challenges to the provision of senior services due to working in multiple client database systems.
7. Challenges related to properly training new staff due to the system complexities and reporting in multiple database systems.
8. Limited time for staff development for all staff due to the increased demands associated with working in multiple client database systems.
9. Limited pool of qualified applicants to fill staffing vacancies when they occur.
10. Complexities in the new reporting system cause provider frustrations and more demands on the management team to find solutions.

Performance Analysis and Targeted Outreach

This section demonstrates the effectiveness of the AAA's efforts at the county level in reaching a comparable proportion of the specified sub-populations of seniors based on the prior year's performance and details the strategic outreach plan that the AAA will employ to increase service delivery to the targeted populations in the coming planning period. This section also focuses on the AAA's planned outreach to sub-populations in which its performance was below standard in the previous year. This section includes the AAA's plans on how their outreach efforts will reach the targeted sub-populations, information on targeted audiences, goals to reach certain numbers of older individuals and caregivers, and specific details on activities and events, including when and where they will take place for the initial year of the four-year Area Plan cycle. Specific details of outreach efforts for subsequent years will be included in annual updates to the area plan. Maps and charts can be added to enhance your narrative descriptions.

Performance Analysis:

The Older Americans Act mandates that service preference shall be given to older individuals 60+ years of age regardless of income or assets. The OAA mandates that preferences be given to providing services to older individuals with greatest economic or social needs. The AAA is responsible for ensuring that people in the community are consistently served. The Department of Elder Affairs measures how well this is occurring by comparing the proportion of DOEA established priority population served with the proportions that they appear in the population.

Strategies, Successes, Obstacles

The AAA has had significant success in targeting the vulnerable populations in this program and planning area during the past program year. During previous years the AAA has consistently fallen below criterion in reaching individuals in the rural areas of Escambia County. The AAA has also met criteria in reaching Limited English and Minority individuals in Santa Rosa County showing improvement over the last program year.

The AAA outreach team has been comprised of the SHINE Liaison, Elder Abuse Awareness Coordinator, and Elder Helpline Supervisor, who are providing information about the ADRC when they are conducting outreach and education in the churches, senior and community centers. They are distributing the AAA brochure and ensuring that individuals know how to contact the elder helpline. Our Lead Agencies and other contract providers are regularly providing outreach in the community as well.

The AAA and the Leads Agencies regularly attend and/or initiate activities at least once monthly in their respective areas. They have provided Outreach to faith-based organizations, and various community and senior centers. The Council on Aging of West Florida has also used its monthly television program "Coming of Age" to share information regarding resources and services across the four counties of the PSA. The COAWFL started library outreach in the rural communities and sponsored outreach activities in those same area to include a series of Health Fairs. Walton Okaloosa Council on Aging has participated in various activities such as the Hispanic Festival, Oktoberfest, Niceville Bazaar, and other events targeting vulnerable individual in Okaloosa and

Walton Counties.

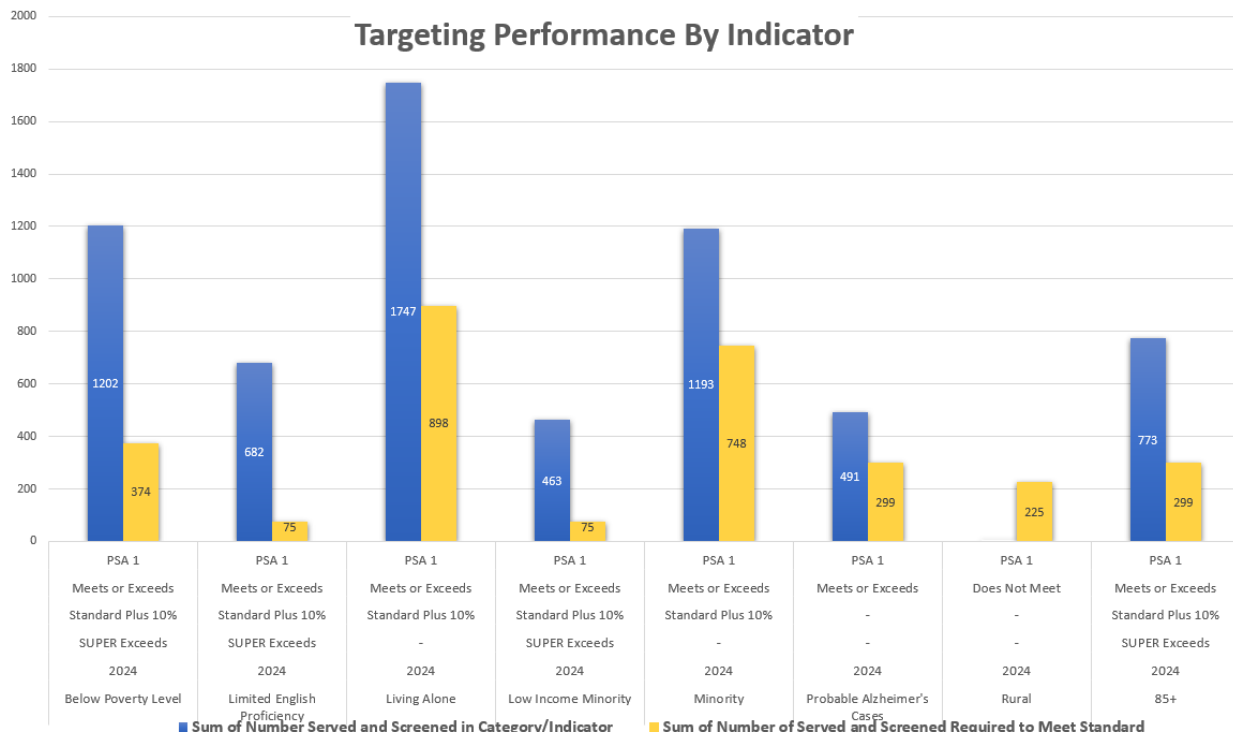
Each of the Lead agencies provide reports quarterly indicating the location of outreach visits, number of participants and identified service needs.

Analysis Across Indicators

PSA 1, Total Population 60+ 217,491

Year	Indicator	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Number of Served and Screened Required to Meet Standard
2024	85+	14,588	8%	773	21%	Meets or Exceeds	SUPER Exceeds	196
2024	Below Poverty Level	18,539	10%	1,202	33%	Meets or Exceeds	SUPER Exceeds	262
2024	Limited English Proficiency	2,210	2%	682	19%	Meets or Exceeds	SUPER Exceeds	44
2024	Living Alone	47,995	24%	1,747	47%	Meets or Exceeds	-	589
2024	Low Income Minority	3,782	2%	463	13%	Meets or Exceeds	SUPER Exceeds	87
2024	Minority	38,612	20%	1,193	32%	Meets or Exceeds	-	611
2024	Probable Alzheimer's Cases	14,729	8%	491	14%	Meets or Exceeds	-	175
2024	Rural	11,741	6%	0	0%	Does Not Meet	-	0

The following graphs depict the performance data for the targeted indicators across the four counties of the PSA that match the results as indicated in the charts above for 2024. The data supports that PSA 1 either meets, exceeds, and super exceeds in screening and serving individuals in all the targeting indicators. That would include rural individuals in Escambia County as well as Minorities and Limited English in Santa Rosa County where we have shown deficits in past years. As noted in the tables above, PSA 1 and the individual counties have screened and served individuals at a higher rate than the prevalence of the population determined by indicator in all four counties except for rural.

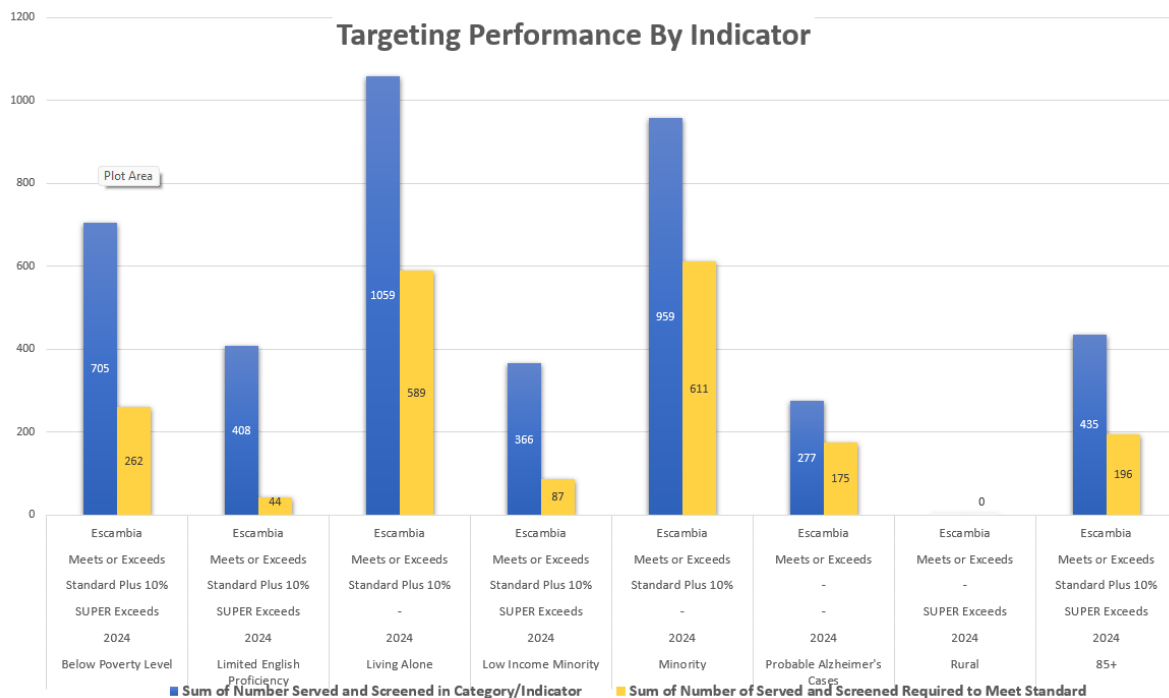


Escambia County, Total Population 60+ 88,362

Year	County	Indicator	Population for Indicator	Population of Indicator as Percent of Total Population	Number Served and Screened in Category/Indicator	Performance	Meets or Exceeds Standard?	Super Exceeds	Number of Served and Screened Required to Meet Standard
2024	Escambia	85+	6,672	9%	435	20%	Meets or Exceeds	SUPER Exceeds	196
2024	Escambia	Below Poverty Level	9,137	12%	705	33%	Meets or Exceeds	SUPER Exceeds	262
2024	Escambia	Limited English Proficiency	1,226	2%	408	19%	Meets or Exceeds	SUPER Exceeds	44
2024	Escambia	Living Alone	21,543	27%	1,059	49%	Meets or Exceeds	-	589
2024	Escambia	Low Income Minority	2,473	4%	366	17%	Meets or Exceeds	SUPER Exceeds	87
2024	Escambia	Minority	21,681	28%	959	44%	Meets or Exceeds	-	611
2024	Escambia	Probable Alzheimer's Cases	6,186	8%	277	13%	Meets or Exceeds	-	175
2024	Escambia	Rural	0	0%	0	0%	Meets or Exceeds	SUPER Exceeds	0

The data below represents people who were screened and served in 2024 according to targeting data provided by DOEA. The AAA defines “screened” as telephoned screenings using a 701S assessment by the Northwest Florida Area on Aging/ADRC staff. There were 4,209 served or screened in Escambia County according to the 2024 targeting report and dashboard. This includes pre-enrollment list management, initial screenings for long-term care programs, and annual re-screening of individuals on the priority list. We define served as having received one or more home-and community-based services (state or federal, excluding OA3E caregiver services or being placed on a pre-enrollment list.

The results show that for each of the indicators all counties of the PSA are meeting and or exceeding the criteria set by the department of elder affairs. In all categories the number of individuals screened and served exceeded the number required to meet the standard

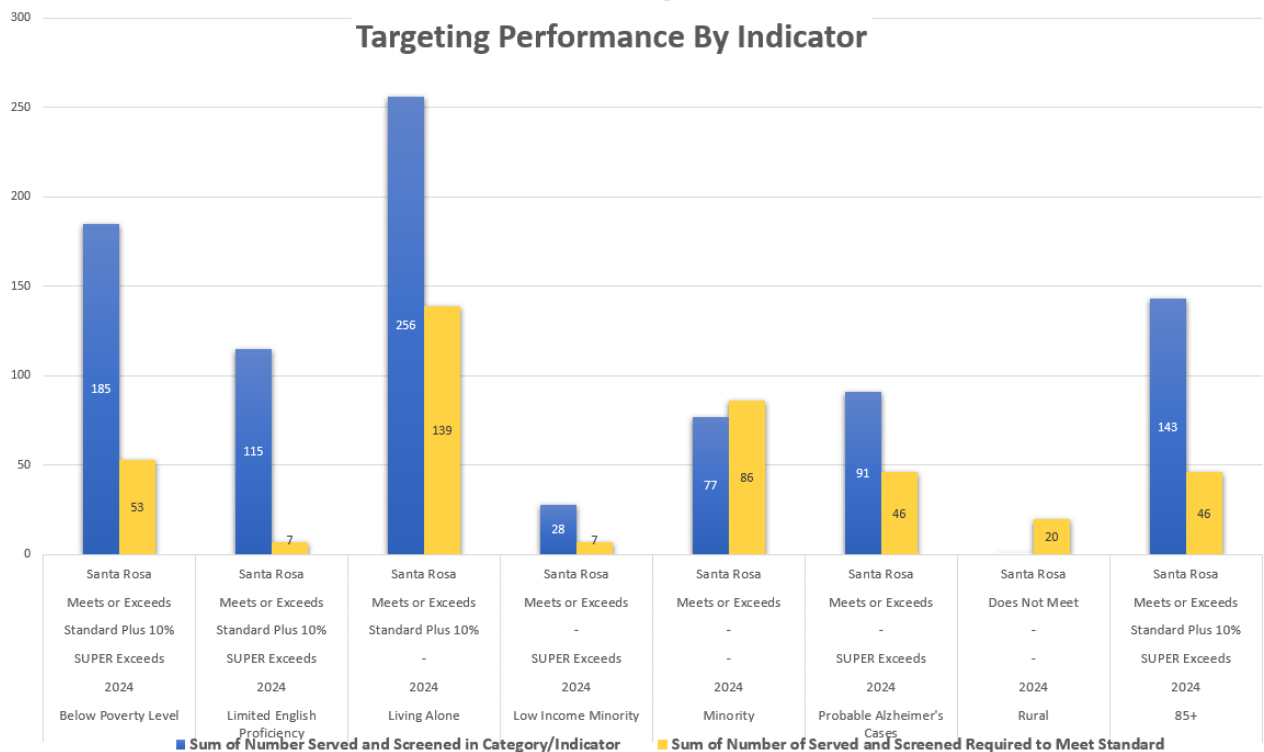


In the Escambia County area, the AAA has met the criteria set by the DOEA in reaching and servicing individuals in all the targeting indicators. This is progress from previous years that has shown deficits in reaching and serving and individuals in rural areas.

Santa Rosa, Total Population 60+ 49,541

2024	Santa Rosa	85+	3,070	7%	143	22%	Meets or Exceeds	SUPER Exceeds	46
2024	Santa Rosa	Below Poverty Level	3,398	8%	185	28%	Meets or Exceeds	SUPER Exceeds	53
2024	Santa Rosa	Limited English Proficiency	89	1%	115	18%	Meets or Exceeds	SUPER Exceeds	7
2024	Santa Rosa	Living Alone	9,742	21%	256	39%	Meets or Exceeds	-	139
2024	Santa Rosa	Low Income Minority	414	1%	28	5%	Meets or Exceeds	SUPER Exceeds	7
2024	Santa Rosa	Minority	5,726	13%	77	12%	Meets or Exceeds	-	86
2024	Santa Rosa	Probable Alzheimer's Cases	3,284	7%	91	14%	Meets or Exceeds	SUPER Exceeds	46
2024	Santa Rosa	Rural	1,306	3%	0	0%	Does Not Meet	-	20

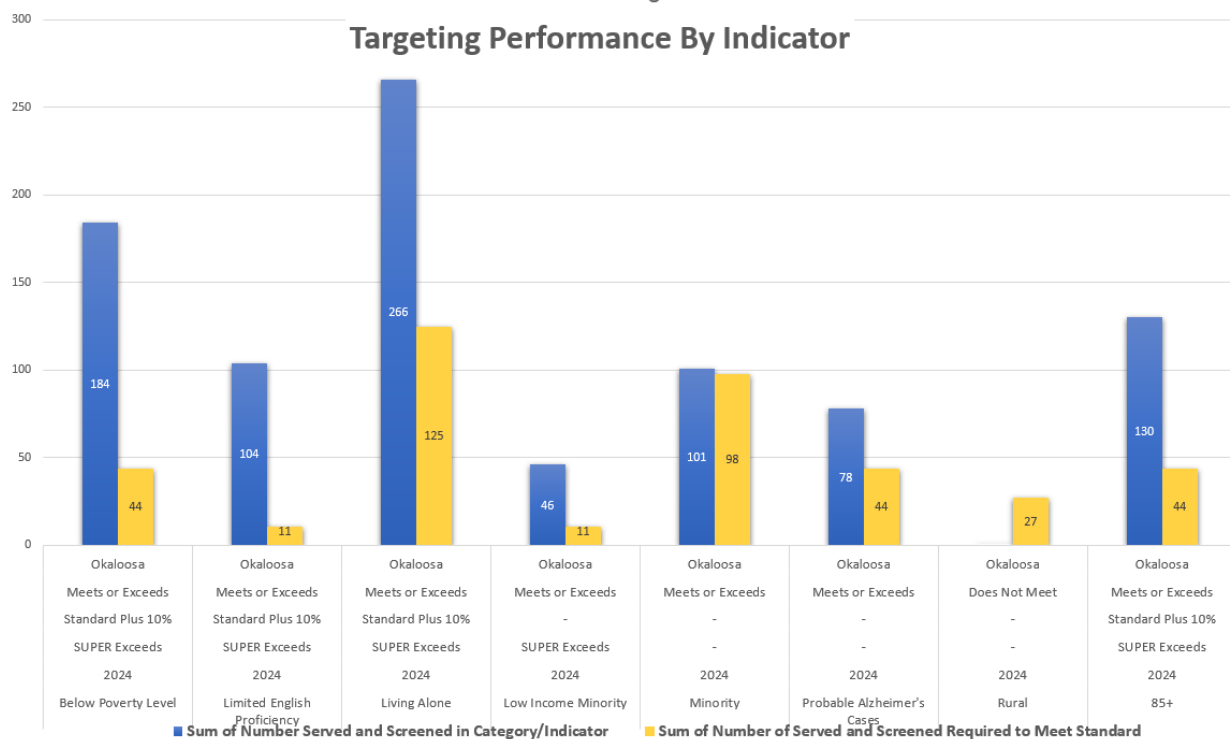
Targeting indicators that include screening individuals 85 plus, limited English, Low-income minority, probable Alzheimer's have exceeded criteria set by DOEA. Goals have been met in all categories except for Minority in Santa Rosa County. There were 895 served or screened in Santa Rosa County according to the 2024 targeting report and dashboard.



Okaloosa, Total Population 60+ 56,060

2024	Okaloosa	85+	3,678	8%	130	24%	Meets or Exceeds	SUPER Exceeds	44
2024	Okaloosa	Below Poverty Level	3,896	8%	184	34%	Meets or Exceeds	SUPER Exceeds	44
2024	Okaloosa	Limited English Proficiency	754	2%	104	20%	Meets or Exceeds	SUPER Exceeds	11
2024	Okaloosa	Living Alone	11,362	23%	266	49%	Meets or Exceeds	SUPER Exceeds	125
2024	Okaloosa	Low Income Minority	676	2%	46	9%	Meets or Exceeds	SUPER Exceeds	11
2024	Okaloosa	Minority	8,739	18%	101	19%	Meets or Exceeds	-	98
2024	Okaloosa	Probable Alzheimer's Cases	3,698	8%	78	15%	Meets or Exceeds	-	44
2024	Okaloosa	Rural	2,142	5%	0	0%	Does Not Meet	-	27

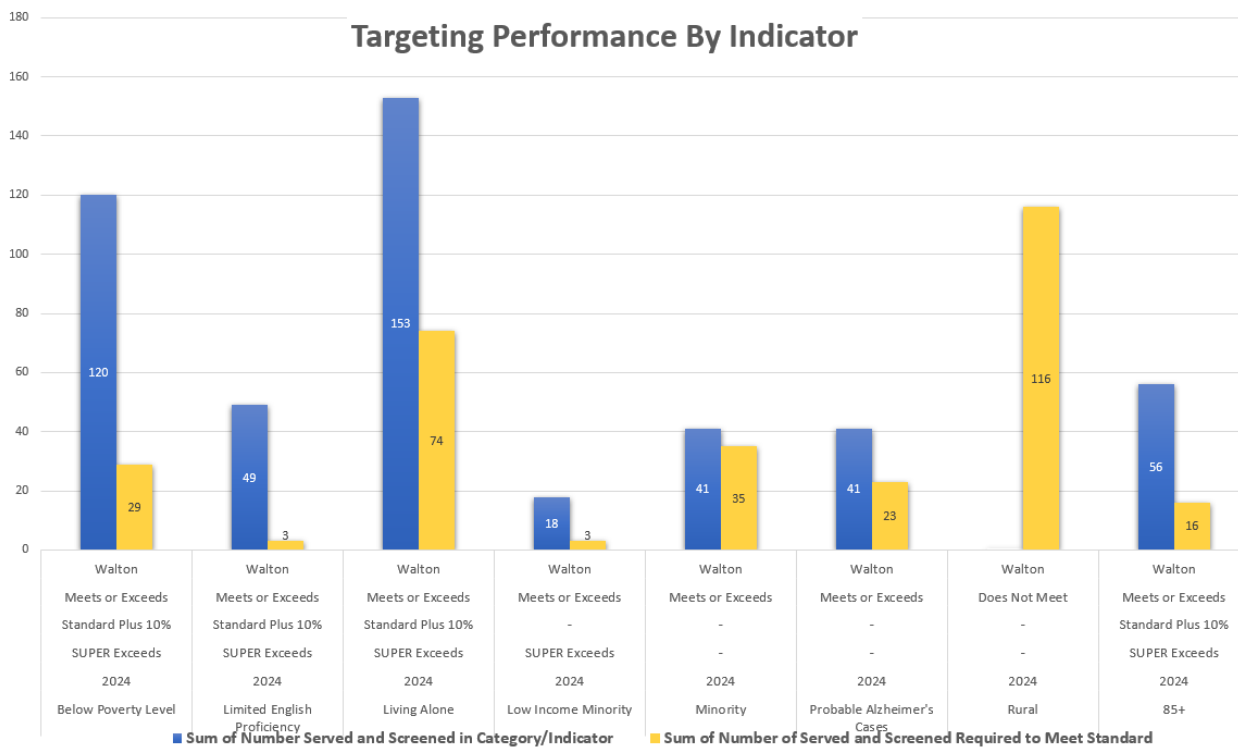
Okaloosa is meeting all the criteria set by the DOEA in reaching and serving vulnerable individuals. The county super exceeds in targeting individuals Below Poverty and Limited English proficiency except for Rural. There were 3886 served or screened in Okaloosa County according to the 2023 targeting report and dashboard.



Walton, Total Population 60+ 23,528

2024	Walton	85+	1,168	5%	56	18%	Meets or Exceeds	SUPER Exceeds	16
2024	Walton	Below Poverty Level	2,108	9%	120	38%	Meets or Exceeds	SUPER Exceeds	29
2024	Walton	Limited English Proficiency	141	1%	49	16%	Meets or Exceeds	SUPER Exceeds	3
2024	Walton	Living Alone	5,348	23%	153	48%	Meets or Exceeds	SUPER Exceeds	74
2024	Walton	Low Income Minority	219	1%	18	6%	Meets or Exceeds	SUPER Exceeds	3
2024	Walton	Minority	2,466	11%	41	13%	Meets or Exceeds	-	35
2024	Walton	Probable Alzheimer's Cases	1,561	7%	41	13%	Meets or Exceeds	-	23
2024	Walton	Rural	8,293	36%	0	0%	Does Not Meet	-	116

Walton County has super exceeded the criteria set for reaching individuals considered to be below poverty, low-income minority, limited English proficiency and individuals 85 and over. The remaining targeting indicators have also been met except for rural areas. There were 478 served or screened in Walton County according to the 2024 targeting report and dashboard.



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Targeted Outreach Plan

In developing the Targeted Outreach Plan, and pursuant to the Older Americans Act reauthorization of 2020 (OAA), this plan details at the county and PSA levels:

- The AAA's proposed methods for providing preference to older individuals with greatest economic need, older individuals with greatest social need, and low-income minority older individuals;
- Specific approaches to serve older individuals residing in rural areas;
- Specific approaches to improve access to services for groups that have limited English proficiency (LEP);
- Specific approaches to reach older individuals with disabilities, with particular attention to individuals with severe disabilities and individuals at risk for institutional placement;
- Specific approaches to reach older individuals with Alzheimer's disease and other related dementias;
- Specific approaches to reach older individuals at risk for institutional placement, specifically including survivors of the Holocaust;
- Specific approaches to reach caregivers;
- Specific approaches to identify and assist other significant unserved and underserved populations; and
- Methods the AAA will use to evaluate the effectiveness of any resources that will be used to meet the needs of the above consumer groups.

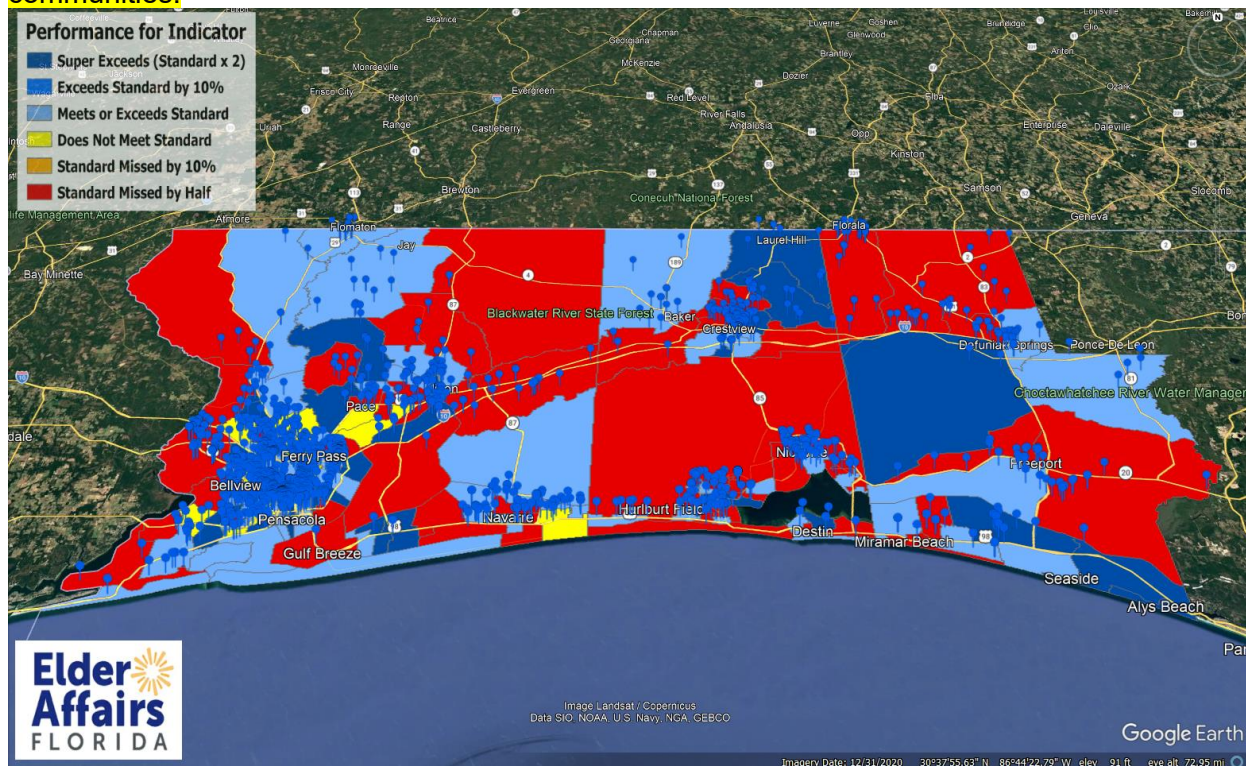
To maximize targeting success the AAA will utilize targeting maps and software to determine the areas where vulnerable seniors live or frequent and plan strategized outreach presentations wherever applicable. This will include:

- SHINE & Elder Abuse Presentations, Health Fairs & Brochure Distribution
- AAA Aging Network community planned events, i.e., Health and Information Fairs
- Outreach to AAA Partner/Provider sites
- Strengthening Partnerships with organizations serving one or more of the OAA target populations

All PSA 1 Clients with Performance for Indicator

PSA 1 will use a comprehensive outreach approach to ensure older adults and caregivers across the service area are aware of and have access to available aging services and resources. Outreach will focus on reaching individuals who may experience barriers related to rural location, low income, age, disability, social isolation, transportation, or limited access to technology.

The Area Agency on Aging will partner with community organizations, health care providers, faith-based organizations, senior centers, libraries, and other trusted agencies to provide information and referrals. Outreach will include community events, presentations, printed materials, telephone outreach, and other accessible methods. These efforts will promote awareness of available services and help older adults remain healthy, safe, connected, and independent in their communities.

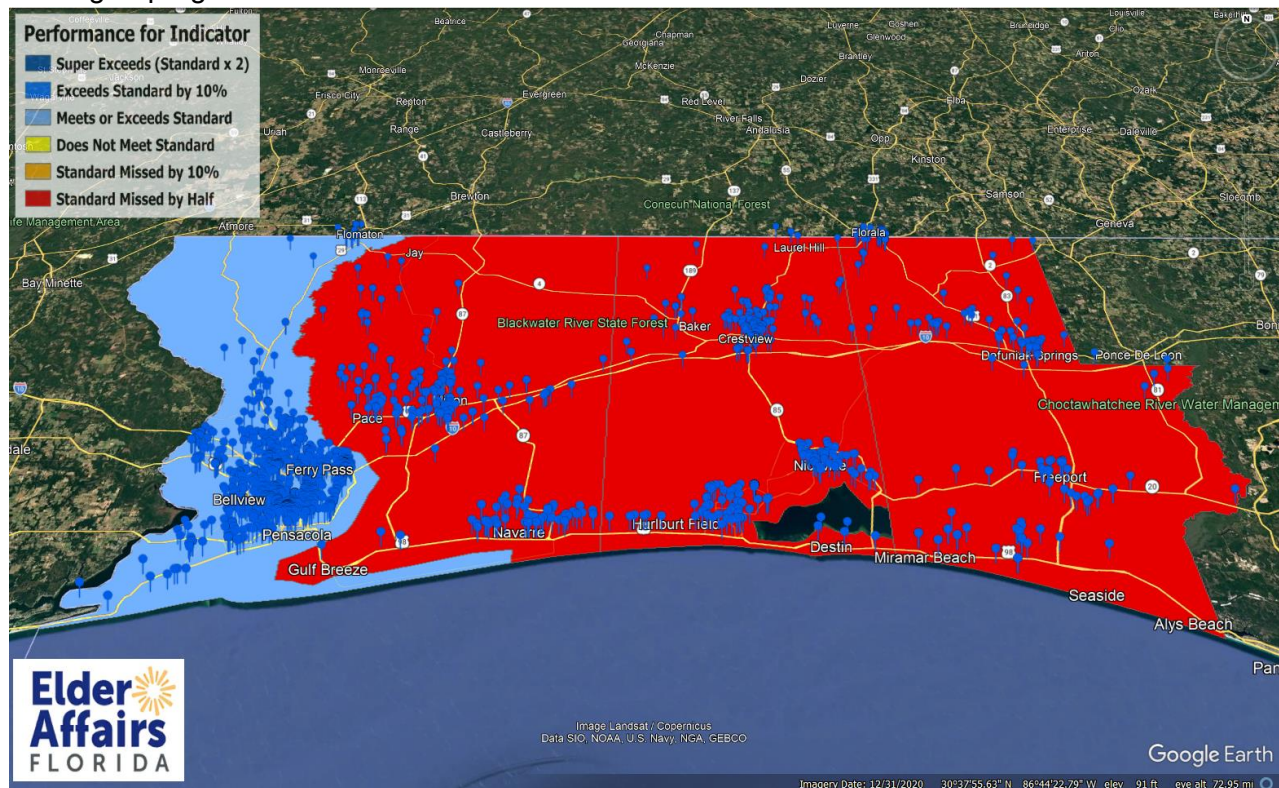


Older Individual Residing in Rural Areas

The Department of Elder Affairs has tasked the AAA with targeting and serving individual living in rural pockets across the four counties of the PSA. Only the northern communities of Walton County are considered rural according to the 2025 Profile of Older Floridians. The map below supports this designation. Communities around DeFuniak Springs show rural designation while the remainder of the PSA is labeled as Urban.

DOEA has identified rural populations as a priority because many older adults in rural areas have limited access to services, for many reasons, including 1) providers may have a more limited number of locations in rural areas, 2) the cost of sending staff to outlying rural areas increases the overall cost of service delivery and, 3) rural elders may need more specialized outreach to identify individual who are not yet aware that there are services available to them.

Rural pockets in Escambia County can be found in northern Escambia County communities such as Century, Molino and Cantonment, which are areas that the AAA has been deficient in targeting according to DOEA's criteria in previous years. Rural pockets are also located in Santa Rosa, Okaloosa and Walton counties. However, the elders in those counties have been reached and served at adequate rates by the Department of Elder Affairs standards. Targeting these areas will continue as a requirement of the OAA. The AAA will use Google Earth mapping software to identify where consumers are located and identify local churches and community organizations in those neighborhoods to assist in targeting rural individuals. The AAA will schedule outreach and educational events such as health fairs and caregiver training and support, and evidence-based training or programs.



Adults Age 85 and Older

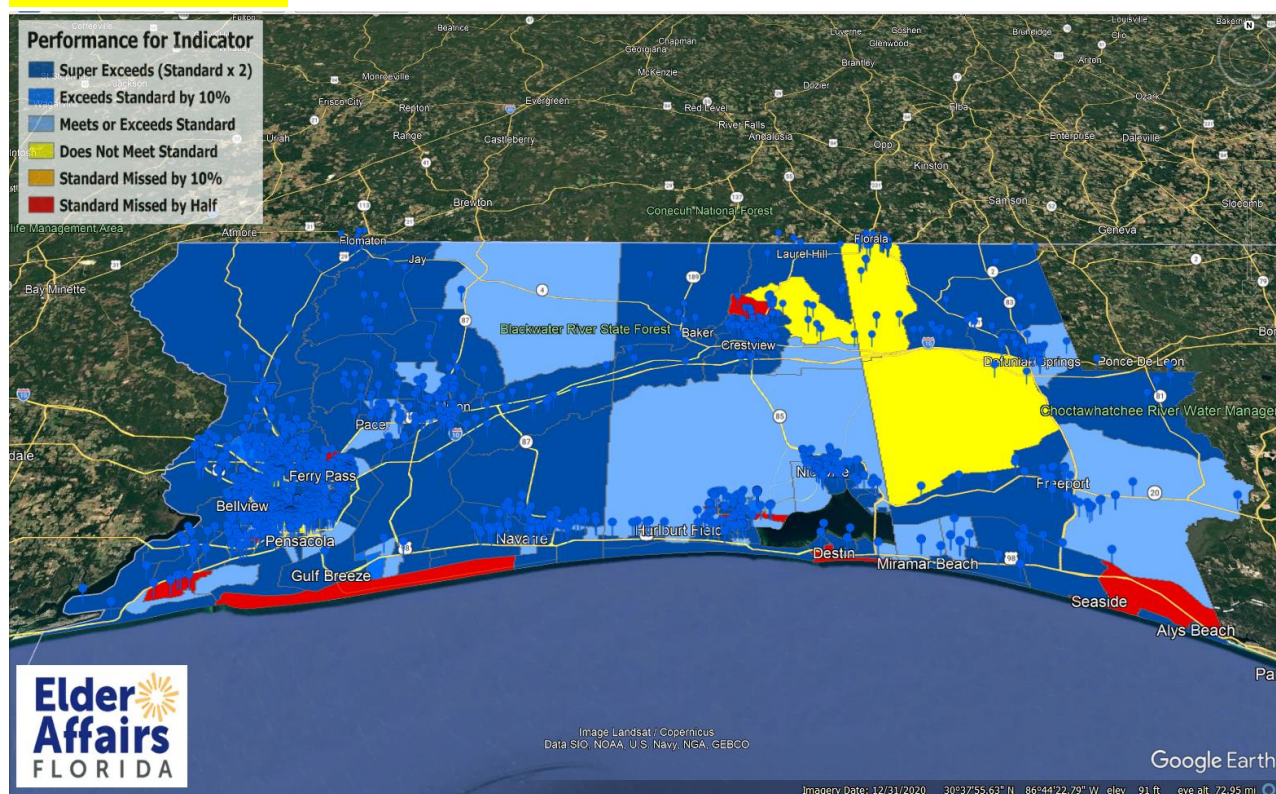
Adults age 85 and older represent a growing and particularly vulnerable population within PSA 1. As individuals age, they are more likely to experience increased health and functional needs, mobility limitations, social isolation, cognitive impairment, and the need for assistance with activities of daily living. Many individuals in this age group also rely on family caregivers, friends, neighbors, or other informal support to remain safely in their homes and communities. These factors can make it more difficult for adults age 85 and older to independently seek out or access available services and resources.

The Area Agency on Aging of Northwest Florida will prioritize targeted outreach to adults age 85 and older to increase awareness of available aging services and supports and to help identify individuals who may be at risk of becoming isolated or underserved. Outreach will include partnerships with health care providers, senior centers, faith-based organizations, home-delivered

meal providers, caregivers, assisted living communities, local governments, and other organizations that regularly interact with older adults and their families.

Outreach strategies will include direct contact with older adults and caregivers, community presentations, printed and accessible informational materials, telephone outreach, referrals from community partners, and participation in local events and activities. Special attention will be given to individuals who live alone, have limited mobility, have transportation barriers, are socially isolated, or have limited access to technology.

The goal of this targeted outreach effort is to ensure that adults age 85 and older and their caregivers are aware of and able to access services that support health, safety, independence, and quality of life. By strengthening community partnerships and referral networks, PSA 1 will work to identify needs earlier and connect this population with appropriate resources before needs become more critical.



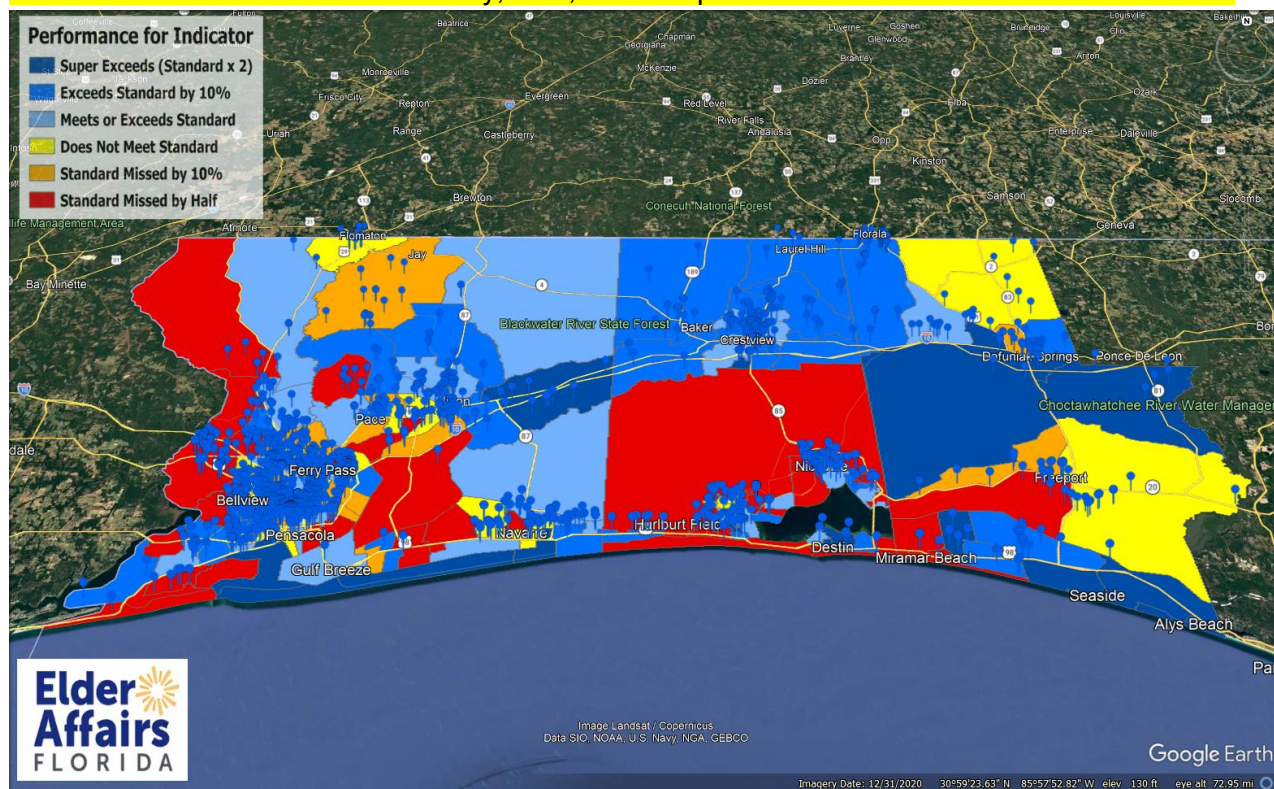
Clients Below the Poverty Level

Older adults living below the poverty level in PSA 1 may face significant barriers to maintaining their health, safety, and independence. Limited income can make it difficult to afford adequate food, housing, utilities, transportation, health care, medications, and other basic needs. Financial hardship may also prevent older adults from accessing services that could help them remain safely in their homes and communities. These challenges can be especially significant for individuals who live alone, have chronic health conditions, have limited mobility, or lack family and other support systems.

The Area Agency on Aging of Northwest Florida will conduct targeted outreach to older adults with limited incomes to increase awareness of available resources and connect individuals with services that can help address their basic needs. Outreach efforts will include partnerships with food banks, meal programs, health care providers, housing organizations, faith-based organizations, senior centers, libraries, community service agencies, and other organizations that regularly serve low-income older adults.

Outreach will focus on increasing awareness of programs and resources related to nutrition, transportation, caregiver support, health and wellness, benefits assistance, housing and utility assistance, and other community-based services. Information will be provided through in-person outreach, community events, presentations, printed materials, telephone contact, referrals, and other accessible methods designed to reach individuals who may have limited transportation, technology, or internet access.

Special emphasis will be placed on identifying older adults who are experiencing multiple economic and social barriers and connecting them with appropriate services as early as possible. Through targeted outreach and strong community partnerships, PSA 1 will work to reduce barriers to services, improve access to available benefits and resources, and support the ability of low-income older adults to remain healthy, safe, and independent in their homes and communities.

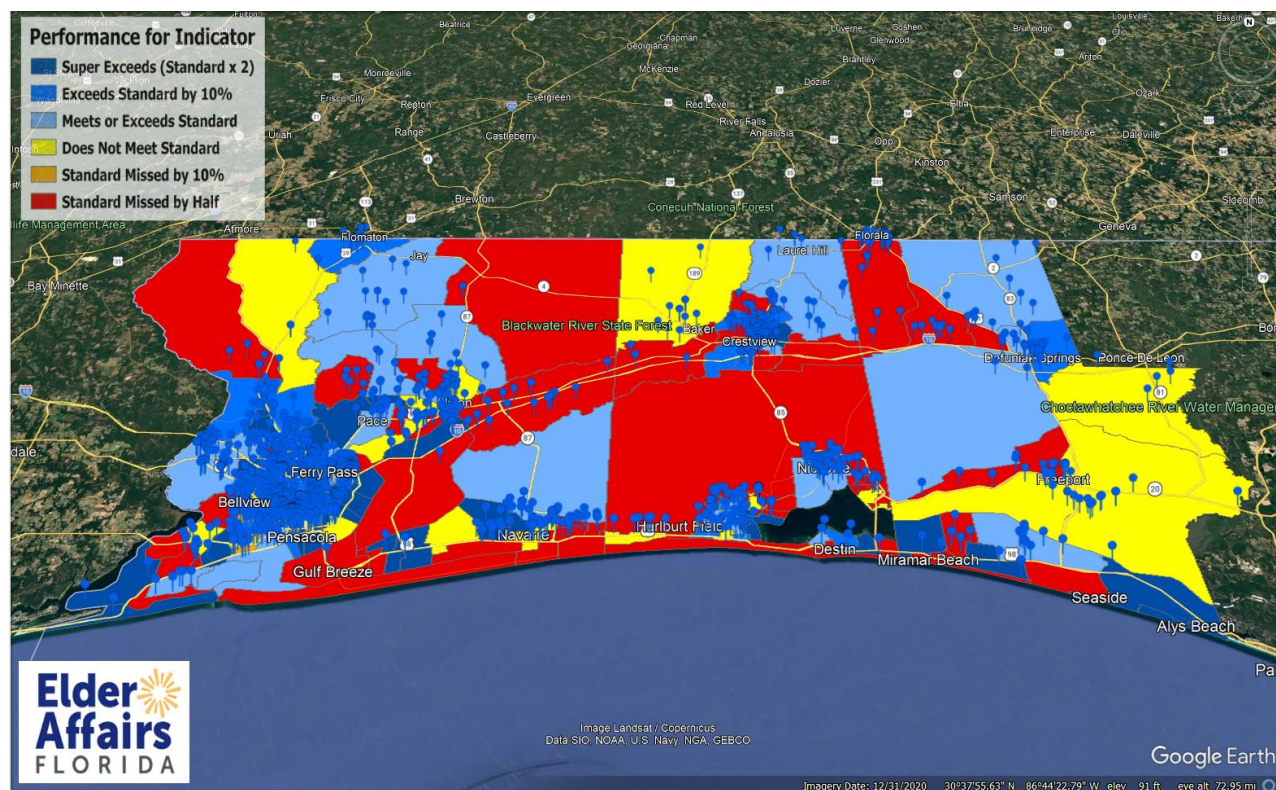


Minority

The larger number of minorities are in Escambia County though each of the four counties of the PSA contain individuals who identify as minorities. Concentration within census tracts containing large numbers of minorities is key for the AAA and our providers in attracting individuals who meet this OAA category. Double emphasis is placed within these minority targeted areas to concentrate

on low-income minority seniors.

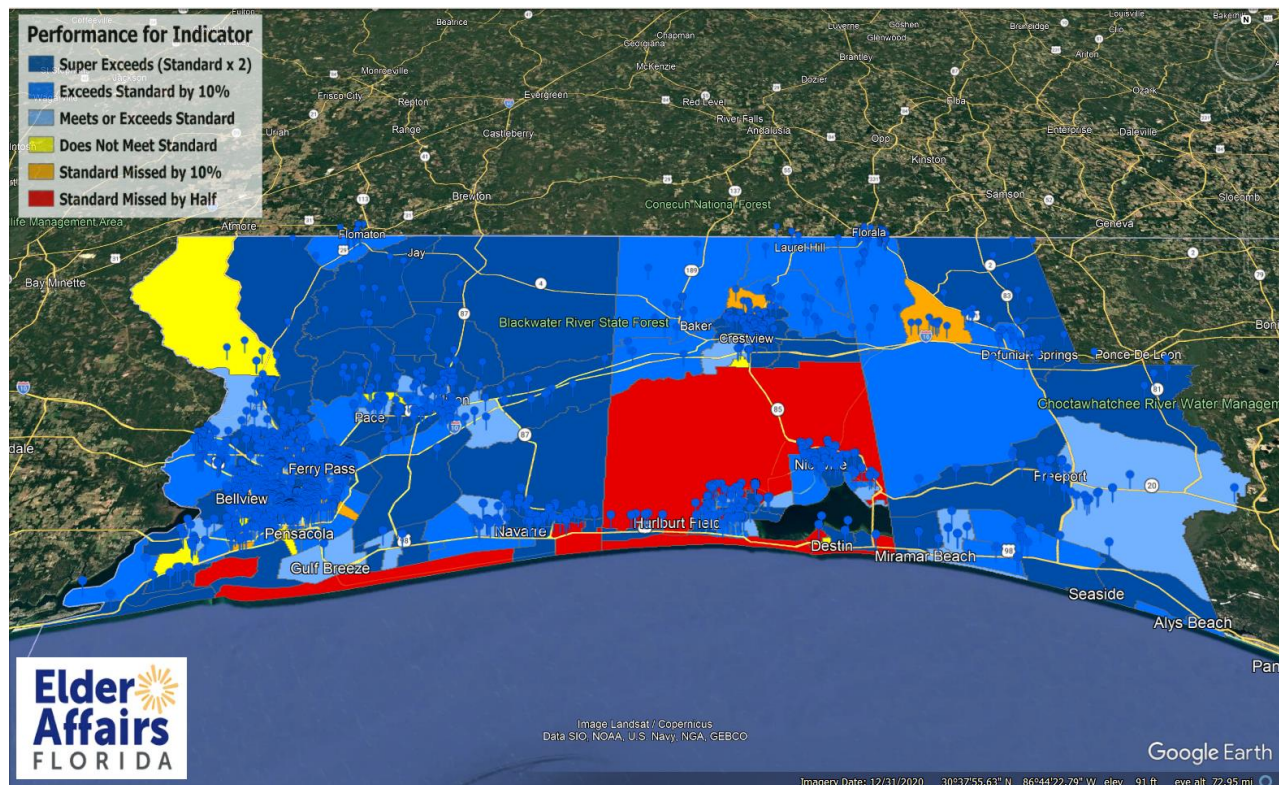
The map below displays where there may be concentrations of minority seniors that need to be reached and served. Emphasis for targeting and outreach will be placed on areas in Escambia County around the Century, Ferry Pass and Brent communities. This will include activities such as agency presentations, and brochure distributions. Santa Rosa County shows smaller concentrations in Milton near the community of Harold. The AAA and Lead Agencies will benefit from locating churches and grocery stores throughout this area where this population may frequent for the purpose of providing targeting and outreach. Small pockets in Okaloosa County include communities in and around the city of Crestview and the city of Defuniak Springs in Walton County. Partnerships will be maintained with the local NAACP, African American religious institutions, and the Gulf Coast Minority Chamber of Commerce for the purpose of providing information and referral jointly. Partnership and opportunities to collaborate with the Hispanic community will be explored and maintained.



Individuals Living Alone

The map below emphasizes that there are several pockets in Escambia County where individuals 60 and older are living alone. The darker shade of blue denotes where the highest concentrations of individual are residing. Some of those communities include the Community of Century, Ferry Pass and Belview. The cities of Gulf Breeze and Pace in Santa Rosa County reports large numbers as well. In Okaloosa County pockets can be found in Ft Walton Beach near the Eglin AFB and Walton County, DeFuniak Springs.

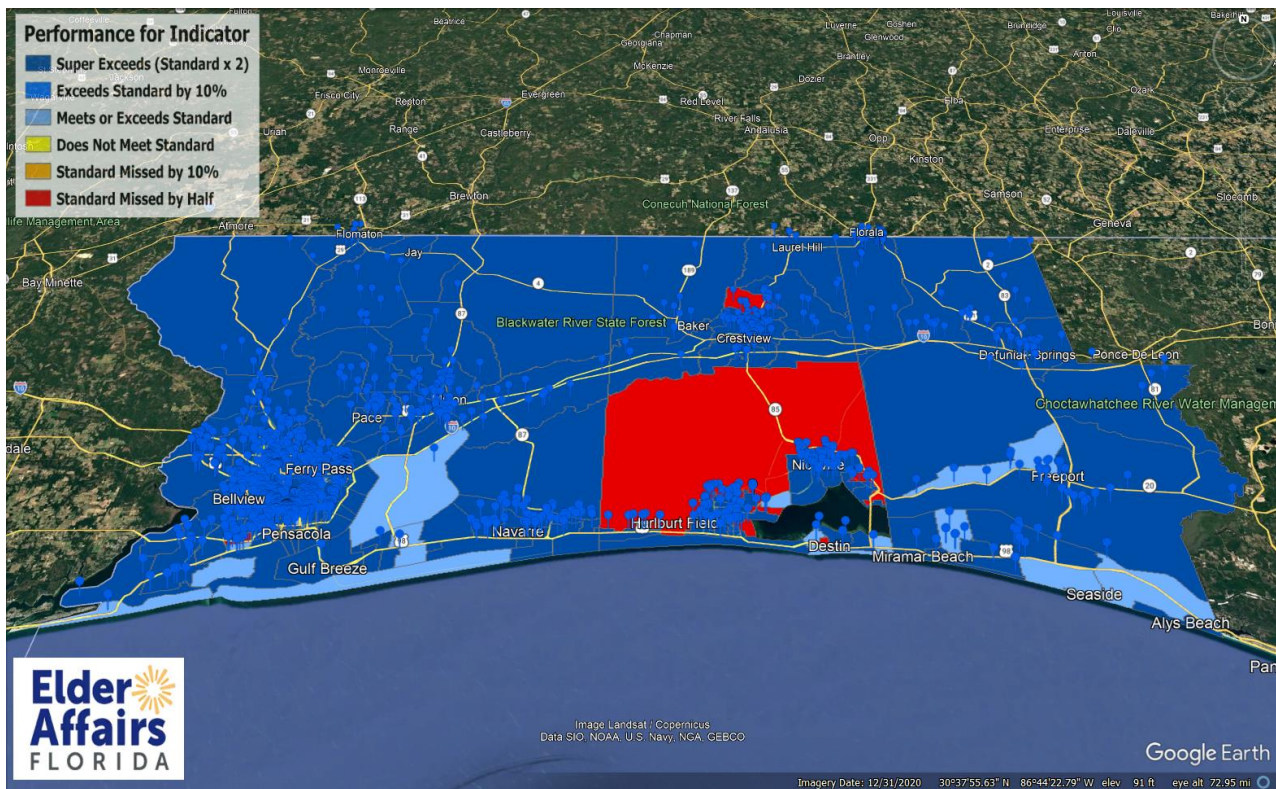
Outreach and education will be provided in the above-mentioned areas to inform seniors of programs and resources that are available to prevent or lessen social isolation. A description of the agency services also remains available on the AAA website while public service announcements and events are shared via Facebook. Information regarding how to participate in the meal sites and senior centers will also be shared. Technology that supports individuals being able to access classes, training or activities by virtual means will be encouraged to lessen periods of social isolation.



Limited English Proficiency

The highest concentrations of individuals classified Limited English proficient are in Escambia County in and around Perdido key, Downtown Pensacola, Sanders Beach area and West Pensacola. Areas around Eglin Airforce Base in Okaloosa County also show pockets. Small tracts are located in Santa Rosa County around the town of Pace.

The AAA will pursue partnerships for the purpose of providing outreach, education and information and referral to the targeted population. Outreach will be done through brochure distributions and participation in annual events such as the Hispanic Festival. The International Festival and Salsa Festival are both held annually in Escambia County. The AAA will also pursue continued advertising in a monthly Hispanic publication, **Conexion**, that caters to the Northwest Florida Hispanic population. Membership will be explored with the Gulf Coast Chamber of Commerce to discover key demographics of the Hispanic and Latino community with the goal of developing partnerships and collaborations.



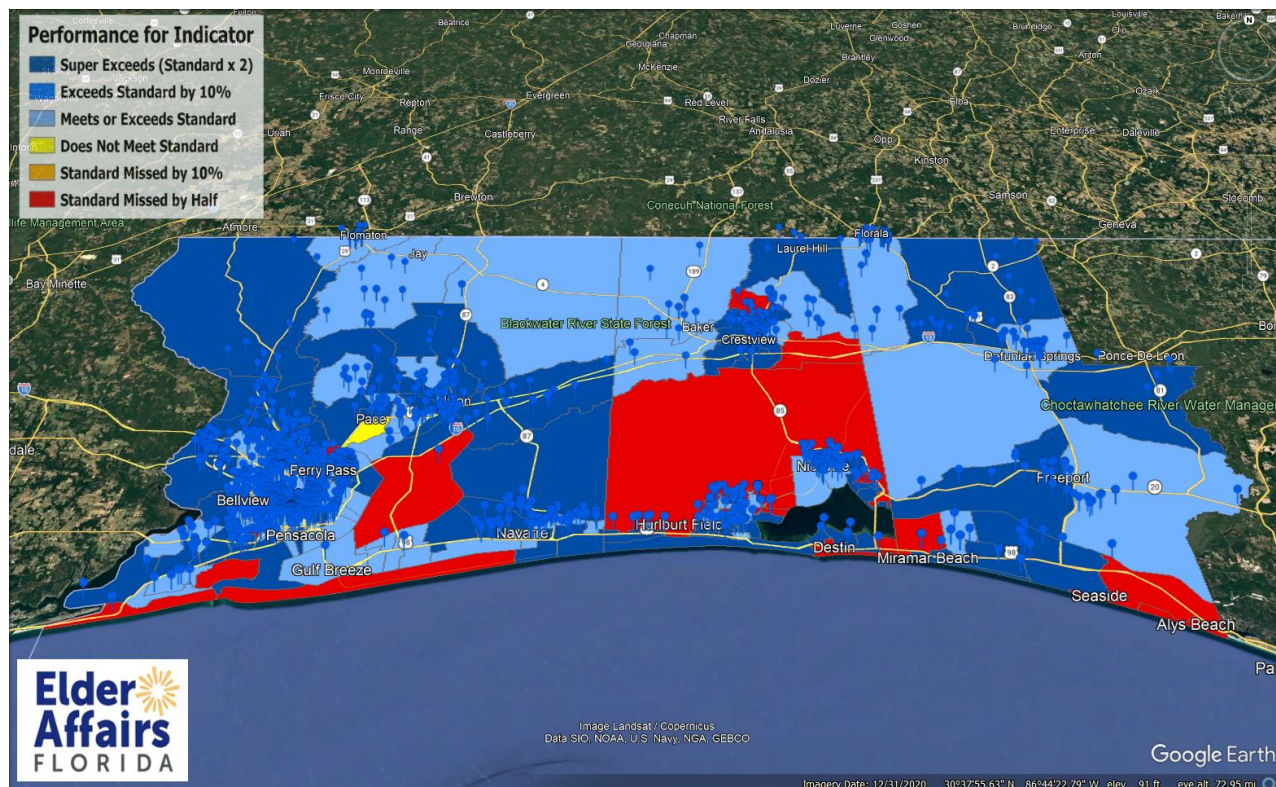
Older Individuals with Probable Alzheimer's Disease and other disorders

According to 2025 data from the Florida Department of Health, there are an estimated 16,065 probable Alzheimer's disease cases among adults age 65 and older within the PSA, which includes Escambia, Okaloosa, Santa Rosa, and Walton counties. Escambia County has the highest estimated number of probable cases in the PSA, with approximately 6,582 individuals age 65 and older affected. Nationally, an estimated **7.2 million Americans age 65 and older are living with Alzheimer's disease in 2025**, or approximately one in nine adults in this age group. The number of Americans living with Alzheimer's is expected to continue increasing as the population ages. Without significant medical breakthroughs to prevent or cure the disease, the Alzheimer's Association projects that the number could reach approximately **13.8 million by 2060**. The continued growth in Alzheimer's disease prevalence underscores the need for increased awareness, early identification, caregiver support, and accessible health and community-based services throughout the PSA.

PSA 1 has had significant success in reaching, serving and screening seniors who are considered Probable Alzheimer's. Below the map shows that there are individuals in this category across the 4 counties of the PSA. The higher concentrations appear to be in Escambia County in the Ferry Pass Community and the city of Gulf Breeze in Santa Rosa County. The AAA is overall exceeding in targeting this group across the PSA.

The AAA will ensure the provision of outreach and education to older individuals with Alzheimer's disease and related disorders with neurological and organic brain dysfunction by partnering with

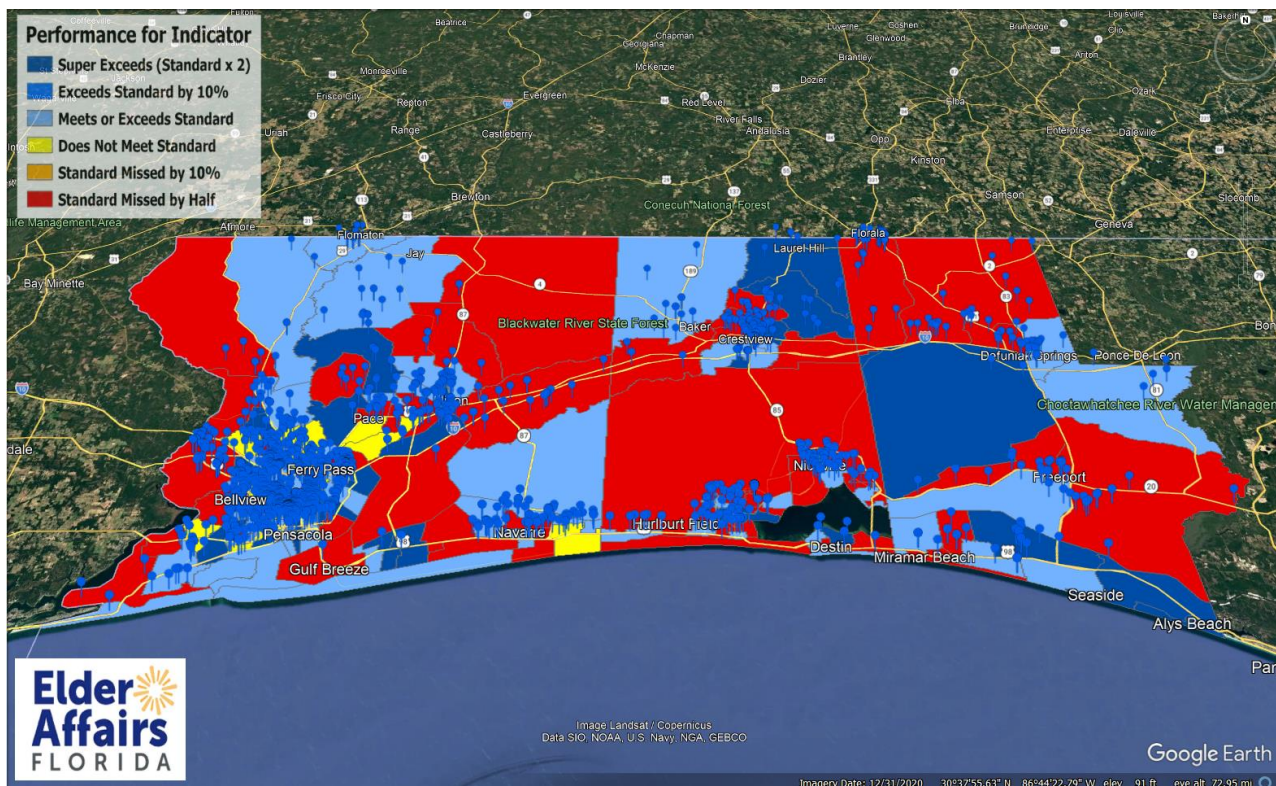
organizations serving this population such as the Alzheimer's Association and the Memory Disorder clinic.



Minority Clients Living in Poverty

Minority older adults living below the poverty level in PSA 1 may face additional barriers to accessing health care, nutrition, transportation, housing, and other supportive services. Language, cultural differences, limited resources, transportation challenges, and lack of awareness of available programs may contribute to disparities in access and outcomes.

PSA 1 will conduct targeted outreach through trusted community partners, including faith-based organizations, community centers, health care providers, food and nutrition programs, and other organizations serving minority communities. Outreach will focus on connecting individuals with benefits assistance, nutrition, transportation, health and wellness, caregiver support, and other available resources. These efforts will promote equitable access to services and help minority older adults living in poverty remain healthy, safe, and independent in their communities.



Caregiver Supports

There are presently 879 individuals on the DOEA pre-enrollment list for services through the federal Older Americans Act (OAA) National Family Caregiver Support Program. The Home Care for the Elderly program (HCE) has 574 individuals on the pre-enrollment list and Alzheimer's Disease Initiative (ADI) has a total of 554. HCE and ADI are both General Revenue, state funded programs. The AAA continues to refer consumers to the Alzheimer's Disease Initiative (ADI) program via screening for placement on the pre-enrollment list. The AAA will refer individuals in this population to the Lead Agencies to be assessed for the Senior Companion program to increase caregiver's access to available Respite services. Caregivers who provide services to individuals or children with disabilities will be referred to the Agency for Persons with Disabilities (APD) for the most appropriate resources to meet their needs.

Caregivers who are older will benefit from support groups and services received through the OAA National Family Caregiver Support program. Such programs will also provide resources for those who have lower income and feeling the financial strain of caregiving. Those who are socially isolated will be referred to community centers, meal sites and caregiver support groups for social interaction. The National Family Caregiver Support Program will also provide them with resources for additional respite to allow them opportunities to take care of their personal needs and take a break from caregiving.

The AAA will explore efforts to provide outreach and education to grandparents or older individuals who are relative caregivers who provide care for children with severe disabilities. Information will be shared during presentations and brochure distributions at least biannually in

the meal sites and senior living facilities regarding the Title III EG Grandparents program.

Caregivers' services will be promoted on the AAA website and via the Elder Helpline and information fairs and agency presentations at least biannually. Local and statewide resources such as support groups, respite services, in-home services, and adult day care will be promoted. These services will be targeted to consumers and caregivers who are older individuals with greatest social need, greatest economic need, low income and who provide care to individuals with disabilities, including children with disabilities.

Other Unserved and Underserved Populations

Transportation in PSA 1 is a challenge for many older adults and adults with low income. The AAA participates as a member of the Transportation Disadvantaged Coordinating Boards in each of the 4 counties. This allows the Agency to be involved in the discussion regarding improving access to transportation services, especially in those low income and rural areas. Escambia and Okaloosa County offer fixed routes through the mass transit system. However, the distance from the older adult's home to the bus stop, lack of coverings/seating at the bus stop, and limited mobility are all barriers to service. Santa Rosa and Walton counties mainly offer door to door (coordinated transportation) but have limited riding slots per day for doctor's appointments, shopping and prescription pick-up.

Food assistance is limited for some individuals in rural and isolated areas. Meal sites are placed in the rural and low-income neighborhoods and consumers are encouraged to apply for food assistance as there are many individuals who are eligible who do not apply. Consumers are also able to apply for SNAP assistance over the phone with the help of the Elder Helpline staff at the AAA.

Methods used to evaluate the effectiveness of any resources that will be used.

The AAA will review the targeting dashboards and data from DOEA to determine our success in reaching and serving vulnerable adults. This will aid us in determining if we are successful in providing outreach and education, in networking with providers, and in collaborating and building partnerships.

The Lead Agencies will be asked to provide a targeting report to the AAA at least Quarterly that will detail Targeting and Outreach activities conducted and their success in reaching the targeted population.

The AAA Outreach team consists of the SHINE Liaison, the Elder Abuse Awareness Coordinator, and the Information & Referral Supervisor, who regularly provide information about the ADRC when they are conducting outreach and education in the churches, senior and community centers and partner agencies. They are distributing the AAA brochure and ensuring that individuals know how to contact the Elder Helpline.

The following are a sample of anticipated outreach/educational events for the upcoming programming year to target vulnerable elders for the PSA 1.

Outreach Activities

Date	Outreach Type	County	Target Audience
8/5/2025	Roger Scott Field	Escambia	Elderly
8/5/2025	Clyde Gracey Community Center	Santa Rosa	Elderly
8/5/2025	100 Woman who care	Okaloosa	Elderly, Community
8/8/2025	Cobb Center	Escambia	Elderly
8/14/2026	Ray od Hope	Escambia	Elderly
8/12/2025	Grace Medical	Escambia	Elderly
8/20/2025	Defuniak Springs CC	Walton	Elderly
8/22/225	Grace Medical	Escambia	Elderly
8/29/2025	COAWFL	Escambia	Elderly
8/5/2025	Engagement and Resource Fair at Baptist Hospital	Escambia	Elderly
9/5/2025	Health Council Fair	Okaloosa	Elderly, Community
9/10/2025	Presenter - CAI Luncheon	Okaloosa	Elderly, Community
9/10/2025	Westminster Village #5	Escambia	Elderly, Minority
9/10/2025	Life Enrichment Ctr	Walton	Elderly
9/11/2025	Westminster Village	Escambia	Elderly
9/24/2025	Niceville Housing Summit	Okaloosa	Elderly, Community
9/10/2025	Presenter - CAI Luncheon	Okaloosa	Elderly, Community
10/17/2025	Coastal Seniors of South Walton #1	Walton	Elderly
10/18/2025	Guardianship Education	Escambia	Elderly
10/21/2025	South Walton: John Horton Senior Center	Walton	Elderly
10/22/2025	Life Enrichment Ctr	Walton	Elderly
10/23/2025	COAWFL Office	Escambia	Elderly
10/23/2025	American House Bluewater Bay	Okaloosa	Elderly, Low income
10/24/2025	Destin Senior Center	Okaloosa	Elderly
10/28/2025	Elder Services	Okaloosa	Elderly
10/29/2025	ECCOA Office	Walton	Elderly
10/29/2025	ECCOA Meal Site	Walton	Elderly, Minority, Low Income
10/30/2025	Crestview Senior Center	Okaloosa	Elderly
11/1/2026	Gulf Winds Credit Union Member Appreciation Day	Escambia	Elderly
11/4/2025	First United Methodist Church	Escambia	Elderly
11/7/2025	UWF Health Connects Circuit 1 Resource Expo	Okaloosa	Elderly
11/10/2025	Creative Senior Citizens Center	Okaloosa	Elderly
11/11/2025	Crestview Senior Center	Okaloosa	Elderly
11/14/2025	Milton Senior Center	Santa Rosa	Elderly
11/13/2025	Crestview Senior Center	Okaloosa	Elderly
11/20/2025	DeFuniak Springs Community Center	Walton	Elderly
11/21/2025	Destin Senior Center	Okaloosa	Elderly
11/23/2025	Providence Baptist Church	Escambia	Elderly
12/7/2025	Maritime Community Park	Escambia	Elderly, Minority
1/13/2026	Dementia Education Forum	Escambia	Elderly
2/10/2026	Dementia Education Forum	Escambia	Elderly
2/11/2026	Safer Seniors Event by Cox	Escambia	Elderly
2/25/2026	Damascus Road Missionary Baptist Church	Escambia	Elderly, Minority, Low Income
4/28/2026	Katie Manor	Okaloosa	Elderly, Low Income

4/17/2026	Edward Jones Group	Escambia	Elderly
4/17/2026	Chamber of Commerce Health Fair	Okaloosa	Elderly
4/23/2026	Valpariso Library Health Fair	Okaloosa	Elderly
4/18/2026	AlphaCappaSigma Chapter, FWB	Okaloosa	Elderly
4/15/2026	Bagdad Community Center	Santa Rosa	Elderly
4/10/2026	Beulah Senior Center	Escambia	Elderly
4/6/2026	Health Dept. Blooming Beginnings	Walton	Elderly, Low Income, Minority, Rural
4/12/2026	Fred Levin Way Fest	Escambia	Elderly, Low Income, Minority
4/24/2026	Westminster Health Fair	Okaloosa	Elderly
5/18/2026	Dementia Resource Fair hosted by Feeding the Gulf Coast Forum	Escambia	Elderly, Low Income, Minority
5/23/2026	Granny Get Down	Escambia	Elderly
5/20/2026	Walton County Employees Health Fair	Walton	Elderly
5/12/2026	AHEPA 296 Senior Apartments	Escambia	Elderly
5/9/2026	PNS Resource Fair	Escambia	Elderly
6/12/2026	Westminster Manor	Escambia	Elderly
6/16/2026	Navarre Senior Center	Santa Rosa	Elderly
6/19/2026	Adoration Church Juneteenth	Escambia	Elderly, Low Income, Minority
6/23/2026	Cresview Senior Center	Okaloosa	Elderly
6/24/2026	Century Senior Center	Escambia	Elderly
4/9/2026	University Pines Sky Mini-Golf Classic	Escambia	Elderly
4/10/2026	Bob Hope Village	Santa Rosa	Elderly
4/15/2026	Westminster Village #1	Escambia	Elderly
4/16/2026	Christ Methodist Church	Santa Rosa	Elderly
4/20/2026	Fort Walton Beach Library	Okaloosa	Elderly
4/23/2026	Westwood Homes	Escambia	Elderly
5/1/2026	University Pines Sky Outreach Presentation	Escambia	Elderly
5/4/2026	Elder Services Crestview	Okaloosa	Elderly
5/4/2026	Emerald Coast Council on Aging	Walton	Elderly
5/11/2026	Council on Aging of West Florida	Escambia	Elderly
5/14/2026	Fort Walton Beach Chamber of Commerce	Okaloosa	Elderly
5/20/2026	Walton County Employees Health Fair	Walton	Elderly
5/20/2026	Emerald Coast Council of Aging	Walton	Elderly
5/27/2026	Defuniak Springs Event Center	Walton	Elderly, Rural
6/16/2026	Century Senior Center	Escambia	Elderly, Rural

Unmet Needs and Service Opportunities

This section defines the significant unmet needs for services and how the AAA will address gaps in service.

The AAA is constantly learning about the needs of seniors, caregivers, and those with disabilities. Our work throughout the community and with the multitude of partners with common goals, assists us to understand the ever-changing unmet needs and associated gap filling resources necessary to promote independence.

In July 2023 the AAA launched the Community Assessment of Older Adults (CASOA) to understand the needs of seniors throughout four counties of this PSA. The sampling frame used for this survey was a list of households with a high likelihood of having a resident age 60 years or older within the Northwest Florida Area Agency on Aging boundaries from Marketing Systems Group. Major objectives of the assessment are:

- Identify community strength to support successful aging.
- Articulate the specific needs of older adults in the community.
- Estimate the contributions made by older adults to the community.
- Develop estimates and projections of resident needs in the future.

A total of 6,000 older adult households were randomly selected to receive the survey. These households first received a half page postcard inviting them to complete the survey online, followed by a mailed hard copy survey packet which included a cover letter, a copy of the questionnaire and a postage-paid return envelope. A total of 431 completed surveys was obtained, providing an overall response rate of 7.5% and a margin of error plus or minus 5% around any given percent and one point around any given average rating for the entire sample (e.g., average number of caregiving hours). Results were statistically weighted to reflect the proper demographic composition of older adults in the entire community.

Access to Services

The older adult service network, while strong, is under-resourced and unable to single-handedly meet the needs of the continuously growing population of older adults. Providing useful and well-designed programs, as well as informing residents about other assistance resources, is an important way that government agencies can help residents age in place.

- The overall services provided to older adults in the region were rated as excellent or good by 38% of survey respondents.
- About 45% of survey respondents reported being somewhat informed or very informed about services and activities available to older adults. The availability of information about resources for older adults was rated positively by 21% of older residents and the availability of financial or legal planning services was rated positively by 24% of older residents.
- About 51% of older adults were found to have information access challenges in the region.

Sometimes residents of any age fail to take advantage of services offered by a community solely because they are not aware of the opportunities that exist. Educating a large community of older adults is not simple, but raising awareness about attractive, useful, and well-designed programs

will lead more residents to benefit from becoming participants. The CASOA survey addressed levels of being informed about services and activities.

Potential Problems

Percent reporting minor problems, moderate problem, or major problem.

Characteristics	% Problematic
Not knowing what services are available to older adults in your community	79%
Having adequate information or dealing with public programs such as Social Security, Medicare, and Medicaid	59%

Quality of Community

Percent reporting excellent or good.

Characteristics	% Problematic
Availability of financial or legal planning services	24%
Availability of information about resources for older adults	21%

Education is provided regarding accessing services and programs through the Elder Helpline, information and referral and other community resources regularly by the AAA Outreach team. The AAA's website will be continually updated with the most current resource information, schedules of events and information on how to access services.

Referrals of Legal services to Northwest Florida Legal Services (Escambia & Santa Rosa Counties) and Legal Services of North Florida (Okaloosa & Walton) are made via the AAA Elder helpline to provide free or low-cost legal services to elders who have been victimized or exploited. Both are legal providers contracted by the AAA to serve individuals in this PSA. Outreach is also provided via the AAA Outreach team and legal services outreach personnel in partnership with AAA staff.

The AAA also makes available information regarding the Florida Senior Legal Helpline. Information regarding both services will be shared through the AAA's Elder Helpline and maintained on the agency's website.

Caregiver

According to the Centers for Disease Control, about 2 in 5 adults 65 years and older have a disabling condition that affects their ability to live independently. Those who provide care to a loved one or friend with such a condition often feel a sense of contribution and personal worth despite the physical, emotional, and financial burden such care can produce. While such

caregiving is most often provided by family members and is unpaid, AARP researchers estimate the value of the care as \$470 billion annually. A caregiving crunch is predicted in the future, where the average American will spend more years caring for their parents than for their own children. The CASOA addresses issues related to caregivers and potential problems below.

Average Number of Hours Providing Care

Average number of hours spent per respondent in a typical week.

Characteristics	Average # of Hours
Providing care to someone age 55+	3.5
Providing care to someone age 18 to 54	1.7
Providing care to someone under age 18	1.6

Potential problems

Percent reporting minor problem, moderate problem, or major problem.

Characteristics	% problematic
Feeling Emotionally burdened by providing care for another person	27%
Feeling Financially burdened by providing care to another person	23%
Feeling Physically burdened by providing care for another person.	23%

Status Indicators - Activities

Percent reporting 1-3 hours, 4-5 hours, 6-10 hours, 11-19 hours or 20 or more hours.

Characteristics	% of respondents
Providing care to someone age 55+	38%
Providing care to someone under age 18	23%
Providing care someone age 18 to 54	22%

The NWFLAAA/ADRC supports the OAA National Family III-E Caregiver Support Program and encourages enrollment by the Lead Agencies of eligible caregivers. Although funding is limited the program is promoted so that as many caregivers as possible can receive assistance. Many family caregivers take on the challenges of caregiving alone. However, caring for a loved one is not easy. Not only can it be overwhelming, too much stress can be harmful to both.

To help ease the burden of caregiving, caregiver support groups are available through the Council on Aging organizations across this program service area which provide caregivers the opportunity to share experiences with peers in similar circumstances. These groups are available to all caregivers regardless of the condition or illness of the person being cared for, including grandparents caring for/raising grandchildren or relatives caring for a disabled adult. Attendance

is free and new members are always welcome.

Council on Aging of West Florida's adult day health care center provides options for both the caregiver and the participant. The "Retreat" offers a stimulating day experience for older adults with physical and cognitive impairments and peace of mind for caregivers as they go off to work or other necessary activities.

Communities

Overall Community Quality

Measuring community livability for older adults starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all. Exploring how older residents view their community overall and how likely they are to recommend and remain in their communities can provide a high-level overview of the quality and livability of the community.

- About 72% of older residents living in the region rated their overall quality of life as excellent or good. Most of the older respondents rated their communities positively as a place to live and would recommend their communities to others. About 78% of residents planned to stay in their community throughout their retirement.
- Positive scores were given to their communities as places to retire by 69% of older residents.

Overall Scores of Community Livability

The Community Assessment Survey of Older Adults (CASOA) is designed to examine the status of older adults and the community around many (17) topics of livability within six domains: Community Design, Employment and Finances, Equity and Inclusivity, Health and Wellness, Information and Assistance, and Productive Activities. Summary scores of community livability were created through the aggregation of a series of resident ratings within each of these different livability aspects and domains. Of the 17 aspects of livability examined, the aspects found to be strongest in the region related to areas of Safety (average positive score of 65%), Community Inclusivity (51%), and Physical Health (50%). The areas showing the greatest need for improvement related to Housing (20%), Mental Health (20%) and Employment (21%). More detailed information about each livability domain follows.

Community Design

Livable communities (which include those with mixed-use neighborhoods, higher-density development, increased connections, shared community spaces and more human-scale design) will become a necessity for communities to age successfully. Communities that have planned and been designed for older adults tend to emphasize access, helping to facilitate movement and participation.

- About 36% of respondents rated the overall quality of the transportation system (auto, bicycle, foot, bus) in their community as excellent or good. In many communities, ease of travel by walking or bicycling is given lower ratings than travel by car. Here, ease of travel by car was considered excellent or good by 61% of respondents, while ease of travel by walking and bicycling was considered excellent or good by 39% and 36% of respondents, respectively.

- When considering aspects of housing (affordability and variety) and community features of new urbanism (where people can live close to places where they can eat, shop, work, and receive services), relatively lower scores were given by older adults compared to many other items on the survey. Only 18% of respondents gave a positive score to the availability of affordable quality housing in their communities, and only about 28% older adults gave excellent or good ratings to the availability of mixed-use neighborhoods.
- About 49% of older residents in the region reported experiencing housing needs and 24% reported mobility needs.

Quality of Community

Percent reporting excellent or good

Characteristics	% Positive
Your neighborhood as a place to live	79%
Your community as a place to live	79%
The overall quality of life in your community	72%
Your community as a place to retire	69%

Living in safe affordable and comfortable housing is an important aspect of remaining in a chosen community for all people and elders in particular. However, the availability of suitable homes remains a major concern of planners and advocates for the disabled and elderly. Subsidized housing is available to seniors who meet the criteria. Information is provided through the Elder Helpline. The AAA also maintains a current housing guide to assist consumers in finding affordable housing in the PSA.

The lack of transportation for seniors is also significant, especially for elderly people in outlying areas. This may impact their ability to gain access to education and training as well as Community events and social interaction. The AAA serves on the Board of Directors of the local Transportation Disadvantaged Coordinating Board to participate in improving resources and access for consumers.

Many elders remain active and derive a sense of worth by contributing to their communities through volunteer work. Consumers can find information on volunteer opportunities on the AAA's website and through community presentations through the SHINE Liaison.

Senior employment opportunities can be accessed through the National Caucus and Center on Black Aged (NCBA) as the Senior Community Service Employment Program (SCSEP) provider. The AAA has regularly partnered with these agencies to place seniors in training positions at the agency as opportunities arise.

Health Care

Of all the attributes of aging, health poses the greatest risk and the biggest opportunity for communities to ensure the independence and contributions of their aging populations. Health and wellness, for the purposes of this study, included not only physical and mental health, but issues of safety, independent living, and health care.

- About 71% older residents in the region rated their overall physical health as excellent or good and 83% rated their mental health as excellent or good.

- In most places, opportunities for health and wellness receive higher ratings from older adults than do health care ratings. Here, community opportunities for health and wellness were scored positively by 55% residents, while the percent giving ratings of excellent or good to the availability of physical health care was 33%, to mental health care 20%, and to long term care options 27%.
- Health-related problems were some of the most common challenges listed by older adults in the survey, with 45% reporting physical health challenges and 29% reporting mental health challenges. Health care was also a challenge for about 45% of older residents.

Potential Problems

Percent reporting minor problem, moderate problem or major problem

Characteristics	% Problematic
Getting the oral care you need	45%
Getting the healthcare you need	43%
Affording the medications you need	40%
Getting the vision care you need	40%
Finding affordable health insurance	38%

Quality of Community

Percent reporting excellent or good

Characteristics	% Positive
Availability of Preventative health services (e.g., health screenings, flu shots educational workshops	46%
Availability of affordable quality physical health care.	33%

Ensuring access to health care, disease prevention information, and activities for fitness and wellness are important factors in maintaining the vitality and independence of the elder population. The AAA will promote health and wellness activities and classes via the AAA website and through the contract provider, West Florida Area Health Education (AHEC). The emphasis is on, but not limited to medication management, osteoporosis education, injury prevention, mental health education, and healthy lifestyle education.

The AAA regularly keeps the community informed of the SHINE program that offers consumers with un-biased assistance choosing health plans that meet their needs with the possibility of providing help with insurance co-pays if consumers meet the financial eligibility requirements.

The AAA is working to increase partnerships with mental health agencies to increase knowledge of resources available in that area in order to make referrals via the Elder Helpline and the AAA website. Some mental health training has been implemented via on-line resources and the agency will be looking to expand on those resources.

Home and Community-Based Services (HCBS)

The largest demonstrable unmet need in PSA 1 is sufficient funding to serve older adults and their caregivers who have been assessed and found to be eligible and in need of services. Older Americans Act funding is limited and eligibility is based on social and economic need. When demand exceeds supply, the **pre-enrollment list** allows those with higher scores to receive services first. Because demand and eligibility for funded services far exceed supply, only those with the highest scores will usually receive services.

Partnerships with local providers in the community have proven helpful in sharing information regarding available resources. If no availability of service is evident, the AAA's Elder Helpline has access to Information and Referral for comparable services that are private but may be provided for a fee. Seniors in the community with incomes that can afford these types of services benefit from access when the **pre-enrollment list** may hinder quick enrollment in government funded services administered by the AAA.

Pre-enrollment lists are not first come first served. Clients are ranked according to a priority score and clients with higher scores will receive services before long term care clients with lower scores. The services listed in the chart below include Federal Older Americans Act service as well as State General Revenue services. Consumers may be enrolled in more than one program and are counted for each program.

Priority Rank for APCL Clients

Assessed Priority Consumer List (Pre-enrollment list) by Program August 2026

County	Program	Active Enrollments	County	Program	Active Enrollments
ESCAMBIA	ADI	357	SANTA ROSA	ADI	84
	CCE	1188		CCE	251
	HCE	387		HCE	83
	MLTC	905		MLTC	165
	O3C1	603		O3C1	144
	O3C2	1215		O3C2	248
	OA3B	1570		OA3B	340
	OA3E	563		OA3E	126
	County Total	6788		County Total	1441
OKALOOSA	ADI	79	WALTON	ADI	34
	CCE	298		CCE	123
	HCE	76		HCE	28
	MLTC	0		MLTC	3
	O3C1	156		O3C1	59
	O3C2	232		O3C2	90
	OA3B	355		OA3B	165
	OA3E	123		OA3E	67
	County Total	1319		County Total	569

Report ID 11309 - Priority rank, nutrition score, caregiver, and MLTC enrollment information for APCL Clients.

Many resources are always explored to help with unmet needs. Other resources may include family members, other agencies outside of the aging network and faith-based organizations. Lead Agencies utilize funding to meet services that are most needed to help an individual prevent premature nursing home placement and maintain safety in the living environment. Frequent updates of a client's condition are needed to assess how critical a need may be. Opportunities for grants to supplement services are always considered in meeting needs.

Emergency Preparedness

This section includes information detailing how the AAA will coordinate activities and develop long-range emergency preparedness plans with local and State emergency response agencies, relief organizations, local and State governments, and any other institutions that have responsibility for disaster relief service delivery in accordance with OAA, §306(a)(17).

Coordination

Describe how the AAA coordinates emergency and disaster response plans and activities with local emergency management authorities, relief organizations, state and local governments, and other organizations responsible for emergency preparedness and response.

The AAA ECO will ensure that a relationship is established with the local EM personnel well in advance of any impending disaster to ensure that the organization is familiar with the needs of the population we serve. The AAA will ensure each Emergency Management contact person is provided with the ECO contact information for the AAA and respective lead agency to facilitate assistance to older adults or for inclusion in pre and post disaster planning. The AAA Lead Agencies are also expected and encouraged to establish and maintain a relationship/partnership with the EM to ensure there is an understanding of the scope of services to be provided by the Lead Agency.

The AAA and Lead Agencies will participate in Emergency Support function meetings sponsored by local state or federal disaster partners. Our Lead Agencies are also encouraged to participate in local disaster meetings as the agencies provide direct care to consumers. The AAA also participates in scheduled calls with DOEA during times of major disasters in discussion regarding relief/recovery priorities and to gain knowledge regarding resources that may be available. The AAA provides staffing for local emergency operations centers and can participate in discharge planning for shelters at the local level to assist in meeting the needs of those who require special needs assistance.

Contact

Identify each of the local Emergency Management contact person(s) within the PSA that the AAA will coordinate with in the event of a disaster.

COUNTY	DIRECTOR	ADDRESS	PHONE NUMBERS
Escambia	Travis Tompkins	Escambia County Emergency Management 6575 North "W" St., Pensacola, FL 32505	(850) 471-6400 (850) 471-6455 fax
Okaloosa	Patrick Maddox	Okaloosa County Emergency Services 90 College Blvd East Niceville, FL 32578 (Emergency Operations – Contact: Ken Wolfe)	(850) 651-7150 (850) 651-7170 fax (850) 651-7560 (850) 651-8082 fax
Santa Rosa	Tom Lloyd	Santa Rosa Co. Div. of Emergency Management	(850) 983-5360 (850) 983-5352 fax

		4499 Pine Forest Road, Milton, FL 32583	
Walton	Jeff Goldberg	Walton County Dept. of Public Safety 752 Triple G Road DeFuniak Springs, FL 32533	(850) 892-8065 (850) 307-4121 cell (850) 892-8366 fax

AAA Emergency Coordinating Officer

Identify the Emergency Coordinating Officer and Alternate Emergency Coordinating Officer designated for the AAA.

Marci Symms
Director of Programs & Planning
Work Phone: 850-494-7101, X 51221
Work E-mail: symmsm@nwflaaa.org

David Alexander
Information & Referral Supervisor.
Work Phone: 850-494-7101, X51222
Work E-mail: alexanderd@nwflaaa.org

Assessment and Resource Allocation

Describe how the AAA will identify particularly vulnerable populations and ensure follow-up with these vulnerable populations after a disaster event.

The AAA will use the hurricane maps and rosters provided by the DOEA to assist in coordinating a response including locating consumers that may be indicated to be in some of the hardest hit areas. Each of the Lead Agencies have been provided with access to their respective rosters in advance of an impending disaster to ensure they are able to assist consumers who may need to evacuate or require assistance preparing to shelter in place. The AAA will maintain daily contact with the Lead Agency's ECO and be readily available to render support as needed.

Continuity of Operations and Critical Services

List critical services the AAA will continue to provide after a disaster or emergency event and briefly describe how these services will be delivered.

Organizational Unit	Mission Essential Function	Work Effort Status	Equipment, Systems and Vital Records/Databases
Administration	Coordination of essential operations and Communications	↑	Telephones/computers
Administration	Lead Agency call downs, coordinate staff for emergency relief centers	↑	Telephones/computers

Elder Helpline	On-going Functioning of Elder Helpline.	↑	Refer Database, telephones, computers
ADRC	Resume work functions	↑	Telephones/fax/computers
Administration	Coordination w/DOEA local service providers.	↑	Telephones/computers
Finance	Maintain vendor disbursements/staff payroll	↑	Computer

Goals, Objectives, and Strategies

Goal 1 Strengthen and streamline the aging network's capacity, inspiring innovation, integrating best practices, and building efficiencies to respond to the growing and diversifying aging population.	
Objective 1.1 Expand the availability, integration, and access to assistive technology for older adults.	
Explanation The primary intent of this objective is to increase elder Floridians ability to independently perform daily activities through a promotion of access to assistive technology for older adults.	
Strategies	Progress
1. Continue to strengthen and expand partnerships with Florida Telecommunications Relay and the Center for Independent Living to identify and pursue collaboration opportunities through 2027. 2. Identify additional partnerships to increase access to assistive technology for older adults by September 2027. 3. Investigate funding opportunities to provide assistive technology options over the next 3 years.	• Northwest Florida Area Agency on Aging distributed 40 Ring Kits, 119 Scent Kits, and 29 Hearing Impaired Emergency Alert Kits to our Lead Providers and the Veterans Directed Care Program. The Ring Camera kits included the ring doorbell, EchoShow, and an alert sign. The Scent Kits description: <i>Your scent is like your fingerprint to trained K9 responders and can last up to 10 years. The Scent Preservation Kit is a great addition to your family safety plan and a smart way for families and caregivers to be prepared if a loved one with dementia or autism wanders and goes missing.</i> The Hearing-Impaired Kits are the use bright flashing strobe lights, loud low-frequency tones, and powerful bed shakers to notify deaf or hard-of-hearing individuals of critical dangers like fire, carbon monoxide, or severe weather. • The Leadership Team learned about programs, products, and best practices that promote access to assistive technologies at the F4A meetings, US Aging Conference. • The Information and Referral Department collaborates and partners with the Center for Independent Living to connect individuals with disabilities to appropriate

	services, resources, and support that promote independence and community integration. • The Northwest Florida Area Agency on Aging, Programs and Planning Department has initiated partnerships with Florida Telecommunications Relay and the Center for Independent Living to explore potential collaboration opportunities.
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Objective 1.2 Increase the AAA's functional capacity to serve older adults through strategic and meaningful partnerships and collaborations.

Explanation The primary intent of this objective is to encourage the development of partnerships between AAAs and local actors in the elder services sector which will directly lead to increases in the services that AAAs are able to provide older adults residing in their areas.

Strategies	Progress
1. Collaborate with at least one agency per quarter that also serves our targeted populations to increase opportunities to educate the public, such as the Memory Disorder Clinic, Lead Agencies, local foodbanks, SNAP Walton County Health Department (WCHIP). 2. Develop one new partnership or collaboration per quarter with local agencies to help meet unmet needs of consumers via joint outreach with legal services. 3. Collaborate with one local senior center per quarter to make sure a variety of activities are offered to appeal to a diverse population and ensure there is communication to promote the availability of programs.	• Northwest Florida Area Agency on Aging continues to foster the 2025 formed collaborations: Life Enrichment Center, Walton County, Crestview Senior Center, Okaloosa County, Bagbad Senior Center, Santa Rosa County. 2025-2026 new collaborations were formed with Santa Rosa Police Department, City of Pensacola Police Department, HCE Destin-Fort Walton Beach, and the Alzheimer's Association • We continue to foster the formed collaborative relationships with Sharon Oakes, Community Senior leader in Santa Rosa and Escambia Counties; Christina Hutley, Florida Health, Escambia County; Ryan Mims Florida Health, Walton County to increase the opportunities to educate the public for this strategy. • The Northwest Florida Area Agency on Aging continues to maintain a working relationship with the <i>Ray of Hope Senior Coalition: A Guiding Light to Healthy Aging</i>. in Walton County.

Objective 1.3 Explore new opportunities to reach previously underserved and emerging communities across all programs and services.

Explanation The primary intent of this objective is for the AAA to detail how it plans to reach populations, across all programs and services, that have been previously identified as underserved or are emerging communities of elders towards whom outreach and targeting activities may not have been previously directed.

Strategies

1. Circulate the AAA brochures to rural areas to include faith-based organizations, senior centers, and community centers to at least 1 new organization per quarter to reach previously underserved communities.
2. Collaborate with churches, libraries, local newspapers, local police departments, and local foodbanks with at least 1 new organization quarterly to reach previously underserved communities.
3. The Northwest Florida Area Agency on Aging (NWFLAAA) will complete a full update of its website—including enhancements to content, design, and functionality—2025, to improve accessibility and user experience for older adults and caregivers. NWFLAAA will also implement a maintenance plan to ensure the website remains current, accurate, and user-friendly.
4. The AAA will use the DOE target data, maps, and software to identify the underserved and vulnerable populations annually.

Progress

- Circulated Northwest Florida Area Agency on Aging brochures to rural areas to Century Senior Center, Chumuckla Community Center, Freeport Blount House, and Paxton Agricultural Center.
- Northwest Florida Area Agency on Aging collaborated with Fort Walton Beach Library, Fort Walton Beach Chamber of Commerce, HCA Destin-Fort Walton Beach, Paxton Agricultural Center.
- Continued to foster partnerships and collaborations with the key community leaders (through participation in Health Care Professional Association, Northwest Florida Health Council, and A Ray of Hope Senior Coalition) geared towards senior services at outreach events.
- Northwest Florida Area Agency on Aging (NWFLAAA) has completed a comprehensive update of its website to enhance accessibility and improve the overall user experience for older adults and caregivers. NWFLAAA will also implement an ongoing website maintenance plan to ensure that information remains current, accurate, accessible, and user-friendly.

Objective 1.4 Help older adults achieve better quality of life by ensuring those who seek assistance are seamlessly connected to supportive programs and services.

Explanation The primary intent of this objective is to address ways the AAA links elders to information and services and provides referrals to resources.

Strategies

1. Focus on staff development to ensure Information & Referral Specialists are well informed on new and available resources in the community through in-service training quarterly.
2. Inform USA certification will remain current for all Information & Referral Specialists and will be pursued by new staff
3. Update and maintain a resource database to assist in providing information and referral to consumers
4. Manage the AAA website and Facebook page to ensure information is current regarding services provided as well as agency sponsored events and activities once per quarter.

Progress

- NWFLAAA's Information & Referral (I&R) staff experienced zero turnover over the past year, supporting the development of a stable, experienced and knowledgeable I&R team. This continuity strengthens the team's ability to effectively connect older adults, caregivers, and community members with appropriate resources and services. The I&R staff has monthly training.
- 3 of the 4 Information and Referral staff are in the process of obtaining the Inform USA Community Resource Specialist (CRS) certification. The CRS is a professional credential for information and referral (I&R) and community navigation practitioners.
- NWFLAAA's Facebook page is updated regularly with information about supportive programs, services, resources, and community updates. NWFLAAA's website has been fully updated and is regularly maintained to ensure information remains current, accurate, accessible, and user-friendly.
- The Elder Helpline continues to be promoted as a central location to provide information, referral and resources through our agency outreach activities as well as the outreach activities of our SHINE department and the Elder Abuse, Neglect & Exploitation Prevention Department.

Objective 1.5 Bring attention and support to caregivers, enabling them to thrive in this fundamental role.	
Explanation The primary intent of this objective is to strengthen caregiver services to meet individual needs.	
Strategies	Progress
1. Explore and promote caregiver resources through attendance and participation at community networking meetings one contact per quarter. 2. Provide educational literature and support via the AAA website and outreach events one per quarter. 3. Fully implement the TCARE program designed to provide support to the caregiver by 2024. 4. Continue to support and promote the Lead Agency Caregiver Support Groups one per quarter. 5. Explore funding and free resources for caregiver support programs over the 3-year period. 6. Fully implement and maintain Trualta Caregiving website to connect a community of caregivers and experts who offer practical advice, compassion, and encouragement to help you provide the best care through 2027.	• https://nwflaaa.trualta.com/ is active and fully functional for caregivers. • Northwest Florida Area Agency on Aging provides monthly training for the lead agency case managers with focus on caregiver support resources. • Northwest Florida Area Agency on Aging was awarded the grant and partnership with caregiving.com as a free resource for caregivers which is published on the website. • The Veterans Directed Care Coordinator continues to provide caregiver support and resources to the clients under this program. • Area Health Education Center provides the evidence-based program Powerful Tools for Caregivers throughout the 4 counties. • The Director of Programs and Planning spoke at the Senior Fall Festival in Walton County on November 11, 2025, sharing information about caregiving and available caregiving resources. The presentation highlighted support services and resources available to help caregivers navigate their responsibilities and access assistance for themselves and their loved ones.

Goal 2 Ensure that Florida is the nation's most dementia and age friendly state by increasing awareness and caregiver support, while enhancing collaboration across the aging network.

Objective 2.1 Directly support communities in becoming dementia friendly.

Explanation The primary intent of this objective is for the AAA to engage in activities which help to increase their community's support of people living with dementia and their caregivers. The aim is for people living with dementia to remain in their community, while engaging and thriving, in day to day living.

Strategies

1. Increase awareness of new developments in dementia care through quarterly training with providers and NWFLAAA staff.
2. The AAA will improve referrals of consumers to the Alzheimer's Disease Initiative program by providing annual training to Intake and Screening Specialists.
3. Link those living with dementia, their families, and care partners to local resources via the Elder Helpline, the Agency website and the DOEA.
4. Promote the safety of the consumers in their communities via programs such as Project Lifesaver through one collaboration with the lead agencies, the sheriff's office, and the police departments including the local scent tracking K9 units.

Progress

- Northwest Florida Area Agency on Aging continues to foster and strengthen its partnership with Ted Toedte, Walton County Crime Prevention Specialist with regular meetings and engagements. Walton County offers key programs such as Handle with Care, Project Lifesaver, Sign Up, Stand Out, and SafetyNet. These initiatives play an integral role in supporting clients with dementia, helping them safely age in place.
- The Northwest Florida Area Agency on Aging significantly strengthened its collaborative relationship with the Santa Rosa County Sheriff's Office through several meetings with Community Liaison Angela Nadine, Lt. Jerry Utsey, and key community stakeholders. These discussions focused on developing a Senior Mobile Response Team designed to address the needs of older adults and provide coordinated support and resources within the community.
- We successfully advanced this strategy by connecting individuals living with dementia, their families, and care partners to local resources and support services. This was accomplished through our agency's participation in the Alzheimer's Association Walk team, involvement in the Dementia Care and Caregiver Initiative (DCCI), and participation in the Memory Café. These activities provided opportunities to share information, increase awareness of available resources, and strengthen

	connections among individuals and families affected by dementia and local community support services. • Add Respite for All
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Objective 2.2 Increase acceptance across communities by raising concern and building awareness through a commitment to targeted action.

Explanation The primary intent of this objective is to encourage the AAA to expand education and training opportunities across the spectrum of aging related issues.

Strategies	Progress
1. Identify community partners to participate in dementia training through the local Memory Disorder Clinic and the Dementia Care and Cure Initiative (DCCI) task force at least once quarterly. 2. Utilize social media to highlight aging related issues and topics at least quarterly. 3. NWFLAAA will add the ACTS 2 Project under resources on the website.	• The Northwest Florida Area Agency on Aging has fostered collaboration and engagement with key community stakeholders and local dementia support groups to enhance services and resources for individuals living with dementia and their caregivers. • The Northwest Florida Area Agency on Aging has taken a leadership role in the Dementia Care and Cure Initiative by coordinating and facilitating initiative activities. Responsibilities include creating and distributing calendar invitations, engaging and adding interested participants, developing meeting agendas, and leading meetings. Through these efforts, the Agency continues to foster collaboration among community partners and stakeholders to advance dementia care, support, and resources. • ACTS 2 Project has been added to the website.

Objective 2.3 Strengthen and enhance information sharing on dementia and aging issues to promote widespread support.

Explanation The primary intent of this objective is for the AAA to foster increased collaboration with external organizations and stakeholders in order to identify best practices and effective methodologies.

Strategies	Progress
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1. Disseminate DCCI materials provided by the DOEA. 2. Identify and invite one organization per quarter to participate in the DCCI Task Force. 3. Partner with the Alzheimer's Association, ADI providers, and Memory Disorder Clinics to identify areas of need. 4. In collaboration with the DCCI Task Force, the Northwest Florida Area Agency on Aging is exploring options to establish an additional Respite for All program within PSA 1. 5. Establish a monthly Memory Care Café to provide caregivers and clients living with dementia with opportunities for connection, support, education, and access to dementia-related resources.	• The DCCI Task Force and the Northwest Florida Area Agency on Aging continue to support the Respite for All program at First United Methodist Church and are focused on expanding caregiver support. • Established a monthly Memory Care Café for individuals living with dementia and dementia-related diseases, as well as their caregivers and families, to come together in a supportive environment. The café provides opportunities for connection, education, support, and access to valuable community resources.
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Objective 2.4 Increase access to supportive housing with services and increase supports for older adults at risk of experiencing residential insecurity.

Explanation The primary intent of this objective is the exploration of policies to specifically address shortages of supportive housing options in the AAA's area and encouraging targeting of elders that have been identified as facing residential insecurity.

Strategies	Progress
1. Print and disseminate a housing directory to consumers in search of affordable housing options identified through the Elder Helpline. 2. Refer consumers to FloridaHousingSearch.org, a comprehensive database of housing options. 3. Distribute the locally printed Senior Living Guide at outreach events at least quarterly. 4. Establish partnerships with state and local government, housing coalitions, and other related organizations to advocate for supportive housing for older adults annually.	• As needed, Information and Referral Specialists provide consumers who contact the Elder Helpline with a housing directory and refer them to FloridaHousingSearch.org for additional affordable housing options. • The Outreach Team ensures distribution of the locally printed Senior Living Guide at a minimum of one outreach event per quarter and makes it available year-round in the agency office. • The Leadership Team attended USAgings' keynote session, "No Place to Grow Old," presented by Davey Schaupp. The session addressed the growing crisis of homelessness among older adults, highlighting that Americans age 55 and older are the fastest-growing population entering homelessness across the country. • The Outreach Team attended HOPE Day events in Escambia and Santa Rosa Counties. HOPE Day events connect unhoused and low-income individuals with essential resources, services, and community support.

	The team participated in these events to engage with individuals in need, provide information about available resources, and strengthen connections with local service providers and community partners. • Began collaborative and partnership efforts with the Escambia and Santa Rosa County FL 511 Continuum of Care and Opening Doors Northwest Florida to increase support and strengthen resources for older adults at risk of experiencing residential insecurity.
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Goal 3 Enhance efforts to maintain and support healthy living, active engagement, and a sense of community for all older Floridians.	
Objective 3.1 Advocate with housing service providers, affordable housing developers, homeless programs, and other stakeholders to establish affordable housing options for older adults.	
Explanation The primary intent of this objective is to increase collaboration with other area organizations and stakeholders on the specific subject of elder housing and other associated residential issues.	
Strategies	Progress
1. Make referrals to the local State Housing Initiative Partnership, weatherization and rural development, Re-Build NWFL and New Horizons for home modifications. 2. Make referrals to the local Housing and Urban Development organizations for affordable housing. 3. Partner with local homeless coalitions, Homelessness and Housing Alliance, Ninety Works, and United Way to promote affordable housing and livable communities. 4. Participate in the local Continuums of Care to increase awareness of the needs of older adults.	• The Northwest Florida Area Agency on Aging maintains and disseminates a comprehensive Housing Resource Guide that covers all four counties within the Planning and Service Area (PSA) • NWFLAAA participated in the Senior Community Resource Expo, sponsored by the commUNITY Resource Council of Northwest Florida, alongside housing providers and assisted living resources. • The Outreach Team attended HOPE Day events in Escambia and Santa Rosa Counties. HOPE Day events connect unhoused and low-income individuals with essential resources, services, and community support. The team participated in these events to engage with individuals in need, provide information about available resources, and strengthen connections with local service providers and community partners. • Began collaborative and partnership efforts with the Escambia and Santa Rosa County FL 511 Continuum of Care and Opening Doors Northwest Florida to increase

	support and strengthen resources for older adults at risk of experiencing residential insecurity.
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Objective 3.2 Promote empowered aging, socialization opportunities, and wellness, including mental health, healthy nutrition, exercise, and prevention activities.	
Explanation The primary intent of this objective is to promote greater integration opportunities for elders in the AAA's service area in an effort to promote increased health, wellness, mental well-being, and satisfaction. Empowered aging is defined as making sure that older persons have the opportunity to learn, discuss, decide, and act on decisions that directly impact their care, concerns, and quality of life.	
Strategies	Progress

1. Collaborate with the local senior centers and meal sites at least two times during the year to provide education, information, and referral on AAA sponsored services to include Health & Wellness and Nutrition programs. 2. Publish pertinent mental health information related to increasing understanding of mental and substance-use disorders on our website and social media outlets quarterly. 3. Pursue one new collaboration annually with the National Alliance on Mental Illness (NAMI) or mental health organizations in Escambia and Santa Rosa Counties to stay abreast of mental health issues and resources. 4. Provide promotion of healthy living programs via on-line links on the AAA website and social media outlets. 5. Promote community level interventions that will empower seniors to take control of their health through Living Healthy - Chronic Disease Self-Management Program (CDSMP), Diabetes Empowerment Education Program (DEEP), A Matter of Balance (AMOB), Powerful Tools for Caregivers (PTCG), and Tai Chi for Arthritis (AFTC) across the four counties of the PSA via presentations through the community outreach teams, Elder Helpline and West Florida AHEC. 6. Promote via the Elder Helpline, AAA website and social media outlets community resources for food and meals to include the Senior Farmers Market Program, OAA funded home delivered meals, congregate meals, as well as private pay meals sources.	• The outreach team at Northwest Florida Area Agency on Aging has partnered with multiple community stakeholders for this objective such as Community Resource Council of Northwest Florida, A Ray of Hope, Crestview Resource Center, Cobb Resource Center. • From August 2024 to August 2025, West Florida AHEC completed the following classes: 7 AFTC, 5 CDSMP, 4 DEEP, 4 MOB, and 1 PTCG training classes across the four counties.
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Objective 3.3 Strengthen programs that promote uniting seniors and caregivers with community partners, enabling seniors to directly access service providers to meet their immediate needs.	
Explanation The primary intent of this objective is to promote seamless access to available services.	
Strategies	Progress

1. Promote the Elder Helpline as a resource linking consumers to service providers with guidance on how to access services using the agency website and outreach/events via the AAA outreach team. 2. ADRC staff will provide consumers who contact the Elder Helpline with long-term care education, including referrals for screening and intake for placement on the DOEA priority list as appropriate. 3. Provide referrals to community partners such as 211, Center for Independent Living (CIL), and United Way, along with education through the Elder Helpline.	• Area Agency on Aging staff—including the Elder Helpline Supervisor, I&R Specialist, Director of Programs and Planning, Program Specialist, and Executive Director—participate in monthly outreach events to promote the Elder Helpline and increase community awareness of available resources as displayed in the Outreach Activities August 2025 to August 2026. • Elder Helpline Supervisor, as a part of quality assurance monitoring, verifies that the appropriate referrals are made to community partners.
--	---

Goal 4 Advocate for the safety and the physical and mental health of older adults by raising awareness and responding effectively to incidence of abuse, injury, exploitation, violence, and neglect.

Objective 4.1 Increase effectiveness in responding to elder abuse and protecting older adults through expanded outreach, enhanced training, innovative practices, and strategic collaborations.

Explanation The primary intent of this objective is for the AAA to use existing mechanisms to increase public awareness, expand learning opportunities, and work with community stakeholders to both respond to instances of elder abuse and promote increased prevention.

Strategies	Progress
1. Provide Elder Abuse Prevention training to professional and layperson groups as requested two times per quarter. 2. Distribute abuse prevention education materials and attend health fairs to other agencies directly serving adults aged 60 and older. 3. NWFLAAA will conduct a World Elder Abuse Awareness Day Event annually. 4. NWFLAAA will form one new collaboration with community partners for Elder Abuse Prevention quarterly.	• The Elder Abuse, Neglect & Exploitation Prevention Coordinator provided 10 training sessions to professionals and paraprofessionals in Northwest Florida from August 2025 to July 2026 reaching 147 people. • The Elder Abuse, Neglect & Exploitation Prevention Coordinator also distributed prevention education materials to 3111 people from August 2025 to July 2026. • The Northwest Florida Area Agency on Aging (NWFLAAA) coordinated and successfully executed the statewide World Elder Abuse Awareness Day initiative in collaboration with other agencies throughout Florida. This collaborative effort helped raise awareness of elder abuse, promote prevention and reporting, and strengthen statewide partnerships dedicated to protecting older adults.

	- NWFLAAA conducted 1 local World Elder Abuse Awareness events in June of 2026 in Okaloosa County at Crestview Senior Center. - NWFLAAA has formed 5 collaborations from August 2025 to July 2026.
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Objective 4.2 Increase capacity and expertise regarding the Department's ability to lead in efforts to stop abuse, neglect, and exploitation (ANE) of older adults and vulnerable populations.

Explanation The primary intent of this objective is to expand and improve the efficacy of efforts supporting ANE interventions.

Strategies	Progress
- Provide annual training to Lead Agencies, home health agencies and other in-home service workers to increase/maintain skills in identifying signs of abuse, neglect and exploitation. - Collaborate at least annually with Adult Protective Services, Ombudsman Council, and Senior vs Crime. - Programs Specialist will monitor every high-risk Adult Protective Services for compliance with required guidelines.	- The Northwest Florida Area Agency on Aging provides annual and ongoing training to professionals on how to recognize the signs and indicators of abuse, neglect, and exploitation of older adults. Training also educates professionals on appropriate response procedures, including what steps to take when abuse, neglect, or exploitation is suspected. - Using the form provided at DOEA monitoring, Programs Specialist monitors every high-risk referral.

Objective 4.3 Equip older adults, their loved ones, advocates, and stakeholders with information needed to identify and prevent abuse, neglect and exploitation, and support them in their ability to exercise their full rights.

Explanation The primary intent of this objective is for the AAA to expand existing education/outreach/awareness efforts such as websites, newsletters, presentations, and/or other community outreach activities to include prevention of abuse, neglect, and exploitation.

Strategies	Progress
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1. Utilize the AAA website and pursue links to partner websites to promote prevention of elder abuse, neglect, and exploitation. 2. Increase public awareness by participating in educational & outreach events that provides information needed to identify and prevent abuse neglect and exploitation to occur twice during the quarter with seniors, caregivers and professionals. 3. The ANE coordinator will post a public service announcement on the AAA website, Facebook page and local media at least four times during the year. 4. The ANE coordinator will attend the quarterly DOEA ANE conference call. 5. NWFLAAA SHINE staff will distribute Senior Medicare Patrol (SMP) materials at outreach and educational events.	• Between August 2025 to July 2026, SHINE staff distributed Senior Medicare Patrol materials at 47 educational and outreach events to help educate Medicare beneficiaries about fraud prevention and healthcare scams. • Between August 2025 to July 2026, the Elder Abuse Prevention staff posted 4 public service announcements on Facebook
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Objective 4.4 Continue to improve older Floridian's access to legal services which have a direct positive impact on their ability to stay independent in their homes and communities, and most importantly, exercise their legal rights.

Explanation The primary intent of this objective is to enable the AAA to detail efforts to make legal services more accessible to seniors, particularly those seniors in greatest economic or social need, as well as to improve the breadth and quality of legal services available.

Strategies	Progress
1. Meet with legal assistance providers at least two times during the year for joint planning to identify target groups and establish priority legal issue areas and develop outreach mechanisms. 2. Promote annual cross training between the AAA and legal service providers. 3. Partner with Legal Service providers to ensure outreach efforts target the vulnerable seniors that are in most need of legal services.	• NWFLAAA facilitated robust and meaningful discussions during the Legal Providers Joint Collaboration Meetings held in September 2025, December 2025, April 2026, and July 8, 2026. These meetings provided an opportunity for legal service providers and community partners to share information, discuss emerging needs and challenges, strengthen collaboration, and identify strategies to better support older adults throughout the service area. • On July 23, 2026, Legal Services of North Florida conducted a free legal clinic for clients in Okaloosa County, providing valuable legal assistance and guidance on estate planning, guardianships, and powers of attorney.

Goal 5 Increase Disaster Preparation and Resiliency	
Objective 5.1 Strengthen emergency preparedness through comprehensive planning, partnerships, and education.	
Explanation The primary intent of this objective is to highlight the critical importance of the emergency preparedness plan prepared by the AAA.	
Strategies	Progress
1. Review and update the NWFLAAA Continuity of Essential Management Personnel (CEMP) and Continuity of Operations Plan (COOP) yearly and ensure it can be effectively implemented. 2. Ensure AAA staff and Lead Agencies are trained on the plan at least annually and as needed. 3. Continue to ensure the Lead Agencies assist our consumers in developing an emergency plan prior to a disaster. 4. Educate Lead Agencies on the need for consumers to pre-register for special needs shelters.	• NWFLAAA Continuity of Essential Management Personnel (CEMP) and Continuity of Operations Plan (COOP) were updated and submitted in May 2026. • NWFLAAA conducted training for Lead Agencies at the in-person meeting in October 2025 and plan to conduct another meeting this October 2026 to strengthen emergency preparedness.
Objective 5.2 Ensure communication and collaboration between the Department, emergency partners, and the Aging Network, before, during, and after severe weather, public health, and other emergency events.	
Explanation The primary intent of this objective is to focus attention on the importance of interagency communication and collaboration in disaster preparedness and response activities.	
Strategies	Progress
1. The AAA will ensure Emergency Management personnel are provided with the ECO contact information for the AAA and respective Lead Agencies to facilitate assistance to older adults and inclusion in pre and post-disaster planning. 2. The AAA will participate in scheduled calls with DOEA during times of major disasters regarding relief/recovery priorities and to gain knowledge regarding resources that may be available. 3. The AAA will participate in Emergency Support function meetings sponsored by local state or federal disaster partners. Lead Agency ECO's will be encouraged to participate in their respective areas.	• The Northwest Florida Area Agency on Aging formed a collaborative relationship with Be Ready Alliance Coordinating for Emergencies (BRACE), which has served Escambia County, Florida since 2006. BRACE works to strengthen disaster-resilient communities through collaboration, training, and volunteerism, supporting preparedness efforts for older adults and caregivers in the region. • Attended the Faith Health Network Academy presentation in partnership with Escambia County Public Safety on May 21, 2026. The presentation's goal was to equip participants with essential knowledge and tools to support communities during emergencies and disasters.

Objective 5.3 Explore and support efforts to make community disaster shelters more responsive to elder needs in general, with specific emphasis on providing appropriate emergency shelter to elders with dementia related concerns.

Explanation The primary intent of this objective is to explore ways in which the AAA can support and extend emergency shelter options available to older adults residing within the PSA.

Strategies

1. The AAA and Lead Agencies will coordinate with their local ECO to raise awareness of elder needs prior to an event/disaster.
2. Provide the Emergency Management Staff with the online Dementia Care Cure Initiative ADRD training curriculum regarding care of individuals with ADRD before and after natural disasters.
3. Encourage use of identification for the client so that others around them will be aware of their condition, i.e., wrist bands labeled elopement risk.
4. Develop and share a list of distraction tools to place at doorways to reduce elopement: throw pillows, hairbrushes, books etc.

Progress

- Distributed 29 Hearing-Impaired Kits to active clients to be used during disaster time. These kits use bright flashing strobe lights, loud low-frequency tones, and powerful bed shakers to notify deaf or hard-of-hearing individuals of critical dangers like fire, carbon monoxide, or severe weather.
- In 2027, the Agency will continue to strengthen partnerships with emergency management agencies, shelter providers, and community stakeholders to identify gaps, promote dementia-capable practices, and develop strategies that improve the safety, accessibility, and quality of emergency shelter services for older adults and their caregivers.

Objective 5.4 Collaborate with state-wide and local emergency response authorities to increase levels of elder self-determination to evacuate once notices have been issued.

Explanation The primary intent of this objective is to initiate or bolster AAA efforts towards increasing levels of voluntary elder evacuation during severe weather or other emergency events.

Strategies

Progress

1. AAA Elder Helpline staff will assist when needed to register callers who have special needs with Emergency Management Special Needs Registry. 2. NWFLAAA will promote Emergency Management Special Needs Registry via social media and website campaign annually. 3. Lead Agencies will be encouraged to evaluate clients to determine if they need assistance with evacuation, transportation to a public shelter, or assistance while occupying the shelter. 4. Meet with Lead Agencies and ECO to address strategies to encourage evacuation in the older adult population. 5. Educate the intake and screening staff and case managers on the importance of documenting a potential need for evacuation. 6. Ongoing education for the clients and other seniors on the importance of evacuation via the agency website. 7. Use DOEHA hurricane maps and rosters to assist the AAA and Lead Agencies in locating individuals residing in evacuation zones.	• NWFLAAA conducted training for Lead Agencies at the in-person meeting in October 2025 to strengthen emergency preparedness. • NWFLAAA uses Facebook to enhance emergency management efforts and educate the public about potential evacuations.
--	--

DIRECT SERVICE WAIVER REQUEST FORM

Insert completed forms for each direct service waiver request. It is not necessary to submit waiver requests for outreach, information and assistance, and referral, as the state has a statewide waiver for these services.

OAA Title: **(X) III B** III C1 III C2 III D III E

Service: **Intake**

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

- I. Please select the basis for which the waiver is requested (more than one may be selected).
- (i) provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
 - (X)** such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
 - (iii) such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

The Northwest Florida Area Agency on Aging, Inc. requests consideration of a Direct Service Waiver for the service of Intake to carry out our contractual responsibility and statutory requirements.

The Aging and Disability Resource Center will provide an initial screening using the 701S, of all clients who request long term care services to determine whether the person would be most appropriately served through any combination of federally funded programs, state-funded programs, locally funded or community volunteer programs, or private funding for services.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Attached

DIRECT SERVICE WAIVER REQUEST FORM

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See Attached

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OAA Title: III B III C1 III C2 **(X) III D** III E

Service: **TCARE**

Section 307(a)(8) of the Older Americans Act provides that services will not be provided directly by the State Agency or an Area Agency on Aging unless, in the judgment of the State agency, it is necessary due to one or more of the three provisions listed below.

I. Please select the basis for which the waiver is requested (more than one may be selected).

- (X)** provision of such services by the State agency or the Area Agency on Aging is necessary to assure an **adequate supply** of such services;
- (i) such services are directly related to such State agency's or Area Agency on Aging's **administrative functions**; or
- (X)** such services can be provided **more economically, and with comparable quality**, by such State agency or Area Agency on Aging.

II. Provide a detailed justification for the waiver request.

The Northwest Florida Area Agency on Aging, Inc. requests consideration of a Direct Service Waiver to continue the TCARE program with Older Americans Act funding. TCARE was initially developed at the AAA with funding through the American Rescue Plan.

TCARE is an evidence-based software AAA staff use to identify caregivers at risk for burnout. Staff then work with the caregiver to connect them to services and reduce the risk of burnout.

III. Provide documentation of the public hearing held to gather public input on the proposal to directly provide service(s).

See Attached



Elder Affairs
FLORIDA

5090 Commerce Park Circle
Pensacola, FL 32505

Elder Helpline

1-866-531-8011

850-494-7100

Office

850-494-7101

PUBLIC HEARING

**Tuesday, July 25, 12:30 p.m., Escambia & Santa Rosa Counties
Cobb Community Center, Pensacola FL**

1. Welcome/Introductions

Anna Dyess, Executive Director, Northwest Florida Area Agency on Aging/Aging and Disability Resource Center

Andrew Toms, Advisory Council Vice Chair

2. Role of Northwest Florida Area Agency on Aging/Aging and Disability Resource Center

Anna Dyess, Executive Director

3. Area Planning Process

Sharon Searcy, Director of Planning, Northwest Florida Area Agency on Aging/Aging and Disability Resource Center

4. Aging and Disability Resource Center Funded Services/Services Provided Directly by Northwest Florida Area Agency on Aging

Marci Symms, Program Specialist, Northwest Florida Area Agency on Aging

5. Community Assessment Survey for Older Adults (CASOA)

Kathy Irons, Special Projects Consultant

6. Public Comment

7. Adjourn



5090 Commerce Park Circle
Pensacola, FL 32505

Elder Helpline
1-866-531-8011
850-494-7100
Office
850-494-7101

PUBLIC HEARING

Wednesday, July 26, 2023, 1:00 p.m. Walton & Okaloosa Counties
Walton Okaloosa Council on Aging, DeFuniak Springs

1. Welcome/Introductions

Anna Dyess, Executive Director, Northwest Florida Area Agency on Aging/Aging and Disability Resource Center
John C Brown, Advisory Council Vice Chair

2. Role of Northwest Florida Area Agency on Aging/Aging and Disability Resource Center

Anna Dyess, Executive Director

3. Area Planning Process

Sharon Searcy, Director of Planning, Northwest Florida Area Agency on Aging/Aging Disability Resource

4. Aging and Disability Resource Center Funded Services/Services Provided Directly By Northwest Florida Agency on Aging

Marci Symms, Program Specialist, Northwest Florida Area Agency on Aging

5. Community Assessment Survey for Older Adults (CASOA)

Kathy Irons, Special Projects Consultant

6. Public Comment

7. Adjourn

Northwest Florida Area Agency on Aging Public Hearing 2023

Ref: https://elderaffairs.org/wp-content/uploads/2022-Department-Overview_WEB.pdf



Elder Affairs
FLORIDA

Northwest Florida Area Agency on Aging, Inc.

- The Northwest Florida Area Agency on Aging, Inc. is a private non-profit corporation funded by the Federal Older Americans Act and State General Revenue through the Department of Elder Affairs (DOEA)
- Serves senior residents 60 years old and older of Escambia, Santa Rosa, Walton, and Okaloosa Counties
- The Northwest Florida Area Agency on Aging, Inc., serves as the designated Aging and Disability Resource Center for our four-county planning and service area (PSA 1).

Mission:

A viable community dedicated to accurately assessing and responsively addressing the needs of our elders and individuals with developmental disabilities. Facilitating the service needs of consumers so that they can age safely, with dignity and purpose, in their own homes and elder-friendly communities.

Vision:

The Northwest Florida Area Agency on Aging has these specific functions:

- To serve as the focal point for information and referral services assisting elders and individuals with developmental disabilities,
- To plan and coordinate services for Seniors in PSA [1](#);
- To administer responsibly the allocated federal and state dollars in this PSA, so that the maximum number of [elders](#) can be served.
- To advocate on behalf of individuals with developmental disabilities and an aging society

The Purpose of the Public Hearing **Your voice is important! Everyone is welcome.** **We invite your input regarding:**

- Challenges faced in the senior community.
- Contracted Older Americans Act services in Escambia, Santa Rosa, Okaloosa, and Walton Counties
- Proposal to include the Older Americans Act Title IIIB & IIIE Intake Services and Title IIID Service: T-Care
- Additional service needs of our area for aging adults
- The Community Assessment Survey for Older Adults (CASOA)



Northwest Florida Area Agency on Aging Public Hearing 2023

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NORTHWEST FLORIDA AREA AGENCY
5090 COMMERCE PARK CIR

PENSACOLA, FL 32505

Published Daily-Pensacola, Escambia County, FL

PROOF OF PUBLICATION

State of Florida
County of Escambia:

Before the undersigned authority personally appeared said legal clerk, who on oath says that he or she is a Legal Advertising Representative of the Pensacola News Journal, a daily newspaper published in Escambia County, Florida that the attached copy of advertisement, being a Legal Ad in the matter of

Notice of Public Hearing

as published in said newspaper in the issue(s) dated or by publication on the newspaper's website, if authorized, on :

07/13/23

Affiant further says that the said Pensacola News Journal is a newspaper in said Escambia County, Florida and that the said newspaper has heretofore been continuously published in said Escambia County, Florida, and has been entered as second class matter at the Post Office in said Escambia County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he or she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Sworn to and Subscribed before me this 13th of September 2023, by legal clerk who is personally known to me

Affiant

Notary Public State of Wisconsin, County of Brown

My commission expires
of Affidavits

Publication Cost: \$91.10
Ad No: 0005766074
Customer No: PNJ-35940001

This is not an invoice

VICKY FELTY
Notary Public
State of Wisconsin

Notice of Public Hearing

The Northwest Florida Area Agency on Aging/Aging and Disability Resource Center announce a public hearing for Planning and Service Area 1 for the 2024-2027 Area Plan Cycle:
Tuesday, July 25, 2023 at 12:30 pm
Cobb Community Center
601 East Mallory Street, Pensacola, FL, 32503

We invite your input regarding:

- Challenges faced in the senior community.
 - Contracted Older Americans Act (OAA) services in Escambia & Santa Rosa Counties
 - The NWFL AAA's proposal to include the Older Americans Act Title IIIB & IIIE Intake and Title IIID Service: T-Care as direct services.
 - Additional service needs of our area for aging adults
 - The Community Assessment Survey for Older Adults (CASOA)
- Your voice is important! Everyone is welcome.
Contact us at 850.494.7101 or email Sharon Searcy Director of Programs & Planning searcys@nwflaaa.org for more information.
Legal No. 5766074 7/13/23

SANTA ROSA'S
PressGazette
SERVING NORTH SANTA ROSA COUNTY

Published Weekly
7502 Harvest Village Court, Suite M
Nawarre, Florida 32966
Santa Rosa County
850-439-8040

STATE OF FLORIDA
COUNTY OF SANTA ROSA

Before the undersigned authority personally appeared
Holly Blackwell

Who on oath says that the works for the Santa Rosa's Press Gazette, a weekly
newspaper published at Milton in Santa Rosa County, Florida, that the
attached copy of advertisement, being a
ML2356

In the _____ Court
Was published in said newspaper in the issues of
7/20/23

Affiant further says that the said Santa Rosa's Press Gazette is a
newspaper published at Milton in said Santa Rosa County, Florida, and that
the said newspaper has heretofore been continuously published in said Santa
Rosa County, Florida, each week and has been entered as second class mail
matter at the post office in Milton, in Santa Rosa County, Florida, for a period
of one year next preceding the first publication of the attached copy of
advertisement; and affiant further says that she has neither paid nor procured
any person, firm or corporation any discount, rebate, commission or refund for
the purpose of securing this advertisement for publication in said newspaper.
(SWEAR/AFFIRM) that the above information is true and
correct to the best of my knowledge.

Holly Blackwell
(Signature of Applicant)

Sworn to and subscribed before me this 20 Day of July
A.D. 2023
B. Abbott
(Signature of Notary Public - State of Florida)



Personally know / or produced identification _____

Type of identification produced: _____

NOTICE OF PUBLIC HEAR

The Northwest Florida Area Agency on Aging/Aging and Disability Center announce a public hearing for Planning and Service 2024-2027 Area Plan Cycle:

Tuesday, July 25, 2023, at 12:30 pm
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Pensacola, FL 32503

We invite your input regarding:

- Challenges faced in the senior community.
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- The NWFL AAA's proposal to include the Older Americans Resource Survey (ORS) intake and Title IID Service: T-Care as direct services
- Additional service needs of our area for aging adults
- The Community Assessment Survey for Older Adults

Your voice is important! Everyone is welcome.

Contact us at 850.494.7101 or email Sharon Searcy Direct Planning searcy@nwflaaa.org for more information.

ML2356

LOCALiQ

The Gainesville Sun | The Ledger
Daily Commercial | Ocala StarBanner
News Chief | Herald-Tribune | News Herald
Northwest Florida Daily News

PO Box 631244 Cincinnati, OH 45263-1244

PROOF OF PUBLICATION

Samantha Miller
NWFL Area Agency on Aging - Sarasota
5090 Commerce Park CIR
Pensacola FL 32505

STATE OF WISCONSIN, COUNTY OF BROWN

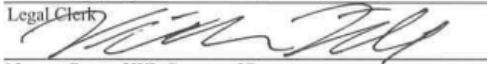
Before the undersigned authority personally appeared, who on oath says that he or she is the Legal Coordinator of the Northwest Florida Daily News, published in Okaloosa County, Florida; that the attached copy of advertisement, being a Public Notices, was published on the publicly accessible website of Okaloosa County, Florida, or in a newspaper by print in the issues of, on:

07/13/2023

Affiant further says that the website or newspaper complies with all legal requirements for publication in chapter 50, Florida Statutes.

Subscribed and sworn to before me, by the legal clerk, who is personally known to me, on 07/13/2023



Legal Clerk


Notary, State of WI, County of Brown
3/7/27

My commission expires

Publication Cost: \$85.85

Order No: 9049610

Customer No: 566408

PO #:

of Copies:
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THIS IS NOT AN INVOICE!

Please do not use this form for payment remittance.

KAITLYN FELTY
Notary Public
State of Wisconsin

Notice of Public Hearing

The Northwest Florida Area Agency on Aging/Aging and Disability Resource Center announce a public hearing for Planning and Service Area 1 for the 2024-2027 Area Plan Cycle:

Wednesday July 26, 2023, 1:00 pm
Walton Okaloosa Council on Aging,
1154 Baldwin Ave,
Defuniak Springs, FL 32435

We invite your input regarding:

- Challenges faced in the senior community.
- Contracted Older Americans Act (OAA) services in Okaloosa and Walton Counties

- The NWFL AAA's proposal to include the Older Americans Act Title IIIB & IIIE Intake and Title IIID Service: T-Care as direct services.

- Additional service needs of our area for aging adults

- The Community Assessment Survey for Older Adults (CASOA)
- Your voice is important! Everyone is welcome.

Contact us at 850.494.7101 or email Sharon Searcy Director of Programs & Planning searcys@nwflaaa.org for more information.

#9049610 7/13/2023



**NORTHWEST FLORIDA AREA AGENCY ON AGING, INC.
AGING AND DISABILITY RESOURCE CENTER**

Public Hearing
July 25, 2023, 12:30 p.m.
Cobb Community Center, Pensacola FL

SIGN-IN-SHEET

NAME	Agency/Affiliation	E-mail address
Eleonor Johnson	COA	morsejohnson1953@gmail.com
Jenni Anderson	COA	andersonjb7785@gmail.com
Malvanice Adams	COA	Malvaniceadams4@gmail.com
Ethel Jupp		
Tyla Osborne	COA	tylosborne@coawfla.org
Chelene Lannan	COA	
Cancellia Anderson	COA	
Parula Garrison	COA	
Cordyn Biggs	COA	biggsCordyn60@gmail.com
Ella Reeves	COA	
Walter Hardwick		
Holonda Binner	COA	
Bertha Felton		
Lena Carter		
Shirley Satter		
Patricia D. Davis	COA	addavis303@gmail.com
Laki Don		lakedonclawson@gmail.com
Miriam Kany	COA	
Kenia Copeland		



**NORTHWEST FLORIDA AREA AGENCY ON AGING, INC.
AGING AND DISABILITY RESOURCE CENTER**

Public Hearing
July 25, 2023, 12:30 p.m.
Cobb Community Center, Pensacola FL

SIGN-IN-SHEET

NAME	Agency/Affiliation	E-mail address
Charlie Nichols	AAA	bryceeli51@att.net
Maurice Foster	COA	fostmaurice787@gmail.com
Diana Clausell	COA	clauselldiana50@gmail.com
MURPHY SMITH	COA	MURPHYSmith12@icloud.com
Jane Mack	COA	
Mildred Jagger	COA	
Carolyn Phillips	COA	
Vivian Ray	Cobb Ctr - Senior Program	-
PAULINE Scott	Cobb Center	kkdmom46@yahoo.com
MATTIE Earler	COBB Center	
LUCY JIMPSON	COBB Center	
Emma Jean Dees	COA	
Mary C. Murphy	F.G.P.	
Kathie Grant	F.G.P. Cobb Center	
Mary E. Daulton	F.G.P. - Wedgewood Center	
Carolyn Denton	COBB Center	
Brendalyn Lyons	Cobb Center	
Beth Ann Moultrie	Cobb Center	
Jimnie Steek	Cobb Center	
Jenere Truelson	AAA	Truelson12@bellsouth.net



**NORTHWEST FLORIDA AREA AGENCY ON AGING, INC.
AGING AND DISABILITY RESOURCE CENTER**

Public Hearing
July 26, 2023, 1:00 p.m.
Walton Okaloosa Council on Aging, Defuniak Springs

SIGN-IN-SHEET

NAME	Agency/Affiliation	E-mail address
Ray Rushing		
Shari Roberts	Council on Aging ^{So} Wal	sharisegat@aol.com
Linda Barton	Santa Rosa ^{So} Wal	in2art@yahoo.ca
S. Kay Owen	Santa Rosa ^{So} Walton	Cubanawen@aol.com
ROBERT FITZGERALD	SANTA ROSA ^{So} WALTON	BR1953@AOLMAIL.COM
Phil Wilcox	" " "	BR459@AOL
Kathy Wilcox	" " "	wilcoxphil@aol.com
LARRY ELLIS	SANTA ROSA Beach	Kathywilcox9@aol.com
Angela Baker	Santa Rosa Beach	lellis2001@gmail.com
CONNIE MULLINS	WOCOA @ DFS	
James Clifton	WOCOA/Paxton	connie.mullins@wocoa.NET
Beverly Clifton	WOCOA	jim.clifton@wocoa.net
Mary Lou McCallister	WOCOA	beverly.clifton@wocoa.net
Ida m. Campbell		
Joel Holmes	COA	
Debbie Green	WOCOA	
Wanda Nix	WOCOA	
J. (B) Brown	Council U.C.	
Kristie Seigler	City of Defuniak Springs	850 951-2032
		SeiKristie@defuniaksp.org.net



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SIGN-IN-SHEET

NAME	Agency/Affiliation	E-mail address
Claudia Thoss	WCSC	thoclaudia@waltonso.org
Robert Adams	WCSC	adambert@waltonso.org
Leah SNATH	WCSC	LSNATH@WALTONSO.ORG
MARK WENDEL	WCSC	MWENDEL@WALTONSO.ORG
Marlene Ritenour	WOCOA Freeport Senior Center Site Mang.	
Koby Townsend	City of DFS	adminassist@defuniaksprings.net
SUSAN BAKALO	Life Enrichment Senior CTR	seniorcenter@co.walton.fl.us
Kim Bowman	Emerald Coast Hospice	kimberly.bowman@emeraldcoasthospice.com
Billie Anne Gullivan	Emerald Coast Hospice	Billianne.gullivan@emeraldcoasthospice.com
James Hurley	Defuniak Police	hurleyjw@dfs.net
Ross Sheffield	Defuniak Springs Fire	firechief@defuniaksprings.net
LINNIE WRIGHT	WOCOA Freeport	
Carolynna Zonie	Community	zoniecarolynna@gmail.com
DAN + Gloria Rooney	Nicelle Community	yugoirish@metrocast.net
Kimberly Fraley	Elder Services	kfrasley@eas.net
LESLIE PROVIS	MEDICAL CENTER CLINIC MEMORY D/D CLINIC	LESLIE.PROVIS@MEDICALCENTERCLINIC.COM
Constance M. Perry	NWFLAA	
David Dempsey		
Alicia Brackins	WOCOA	alicia.brackins@wocoa.net

Assurances & Attestations

Section 306 Older Americans Act

Northwest Florida Area Agency on Aging, Inc. assures that all provisions of 42 U.S.C. § 3026 and 42 U.S.C. § 3027, including but not limited to the specific provisions detailed below, are adhered by, including:

1. The AAA assures that an adequate proportion, as required under section 307(a)(2) of the OAA and ODA Policy 205.00, Priority Services, of the amount allotted for part B to the planning and service area will be expended for the delivery of each of the following categories of services: services associated with access to services (transportation, health services including behavioral and mental health services, outreach, information and assistance and case management services), in-home services, and legal assistance; and assurances that the AAA will report annually to the State agency in detail the amount of funds expended for each such category during the fiscal year most recently concluded. (§306(a)(2))
2. The AAA assures it will set specific objectives for providing services to older individuals with greatest economic need, greatest social need, or disabilities, with particular attention to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas, and include proposed methods of carrying out the preference in the area plan. (§306(a)(4)(A)(i))
3. The AAA assures that it will include in each agreement made with a provider of any service under this title, a requirement that such provider will:
 - a. Specify how the provider intends to satisfy the service needs of low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in the area served by the provider.
 - b. To the maximum extent feasible, provide services to low-income minority individuals, older individuals with limited English proficiency, and older individuals residing in rural areas in accordance with their need for such services; and
 - c. Meet specific objectives established by the AAA, for providing services to low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas within the planning and service area. (§306(a)(4)(ii))
4. The AAA assures it will use outreach efforts that will identify individuals eligible for assistance under this Act, with special emphasis on:
 - a. Older individuals residing in rural areas;
 - b. Older individuals with greatest economic need (with particular attention to low-income minority older individuals and older individuals residing in rural areas);
 - c. Older individuals with greatest social need (with particular attention to low-income minority older individuals and older individuals residing in rural areas);
 - d. Older individuals with severe disabilities;
 - e. Older individuals with limited English proficiency;
 - f. Older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the caretakers of such individuals); and

- g. Older individuals at risk for institutional placement, specifically including survivors of the Holocaust.

5. The AAA further assures that it will inform the older individuals referred to above, and the caretakers of such individuals, of the availability of such assistance. (§306(a)(4)(B))

6. The AAA assures it will ensure that each activity undertaken, including planning, advocacy, and systems development, will include a focus on the needs of low-income minority older individuals and older individuals residing in rural areas. (§306(a)(4)(C))

7. The AAA assures it will coordinate planning, identification, assessment of needs, and provision of services for older individuals with disabilities, with particular attention to individuals with severe disabilities and those at risk for institutional placement, with agencies that develop or provide services for individuals with disabilities. (§306(a)(5))

8. The AAA assures that it will provide a grievance procedure for older individuals who are dissatisfied with or denied services under this title. (§306(a)(10))

9. The AAA assures it will provide information and assurances concerning services to older individuals who are Native Americans (referred to in this paragraph as older Native Americans) including:

- a. Information concerning whether there is a significant population of older Native Americans in the planning and service area and if so, an assurance that the AAA will pursue activities, including outreach, to increase access of those older Native Americans to programs and benefits provided under this title;
- b. An assurance that the AAA will, to the maximum extent practicable, coordinate the services provided under Title VI; and
- c. An assurance that the AAA will make services under the area plan available to the same extent; as such services are available to older individuals within the planning and service area, who are older Native Americans. (§306(a)(11))

10. The AAA assures it will maintain the integrity and public purpose of services provided, and service providers, under 42 USCS §§ 3021 *et seq.* in all contractual and commercial relationships. (§306(a)(13)(A))

11. The AAA assures it will disclose to the Assistant Secretary and the State Agency:

- a. The identity of each non-governmental entity with which such agency has a contract or commercial relationships relating to providing any service to older individuals; and
- b. The nature of such contract or such relationship. (§306(a)(13)(B))

12. The AAA assures it will demonstrate that a loss or diminution on the quantity or quality of the services provided, or to be provided, under 42 USCS §§ 3021 *et seq.* by such agency has not resulted and will not result from such non-governmental contracts or such commercial relationships. (§306(a)(13)(C))

13. The AAA assures it will demonstrate that the quantity and quality of the services to be provided under this title by such agency will be enhanced as a result of such non-governmental contracts or commercial relationships. (§306(a)(13)(D))

14. The AAA assures it will, on the request of the Assistant Secretary of State, for the purpose of monitoring compliance with this Act (including conducting an audit), disclose all sources and expenditures of funds such agency receives or expends to provide services to older individuals (§306(a)(13)(E))

15. The AAA assures that funds received under this title will not be used to pay any part of a cost (including an administrative cost) incurred by the AAA to carry out a contract or commercial relationship that is not carried out to implement this title. (§306(a)(14))

16. The AAA assures that preference in receiving services under this title will not be given by the AAA to particular older individuals as a result of a contract or commercial relationship that is not carried out to implement this title. (§306(a)(14))

17. The AAA assures that funds received under this title will be used:

- a. To provide benefits and services to older individuals, giving priority to older individuals identified in paragraph (4)(A)(i); and
- b. In compliance with the assurances specified in paragraph (13) and the limitations specified in section 212. (§306(a)(15))

18. The AAA assures that data will be collected to determine that services are needed by older individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019 and to determine the effectiveness of the programs, policies, and services provided by AAAs in assisting such individuals. (§306(a)(18))

19. The AAA assures that outreach efforts will be used to identify individuals eligible for assistance under this Act, with special emphasis on those individuals whose needs were the focus of all centers funded under title IV in fiscal year 2019. (§306(a)(19))

Area Agency on Aging Director

Name: Anna Dyess

Signature: _____

Date: _____

DEPARTMENT OF HEALTH AND HUMAN SERVICES REGULATIONS

TITLE VI OF THE CIVIL RIGHTS ACT OF 1964

Northwest Florida Area Agency on Aging, Inc., hereinafter called the "recipient,"

HEREBY AGREES THAT it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d *et seq*) and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 CFR§ 80) issued pursuant to the title, to the end that, in accordance with Title VI of that Act and the Regulation, no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the recipient receives federal financial assistance from the Department; and HEREBY GIVES ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

If any real property or structure thereon is provided or improved with the aid of federal financial assistance extended to the recipient by the Department, this assurance shall obligate the recipient, or in the case of any transfer of such property, any transferee, for the period during which the real property or structure is used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar service or benefits. If any personal property is so provided, this assurance shall obligate the recipient for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the recipient for the period during which the federal financial assistance is extended to it by the Department.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the recipient by the Department, including installment payments after such date on account of the applications for federal financial assistance which were approved before such date. The recipient recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the recipient.

Area Agency on Aging Director

Name: Anna Dyess Signature: _____

Date: _____

DEPARTMENT OF HEALTH AND HUMAN SERVICES SECTION 504 OF THE REHABILITATION ACT OF 1973

Northwest Florida area agency on Aging/Aging Disability Resource Center, hereinafter called the "recipient,"

HEREBY AGREES THAT it will comply with Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), all requirements imposed by the applicable HHS regulation (45 C.F.R. § 84), and all guidelines and interpretations issued pursuant thereto.

Pursuant to [45 C.F.R. § 84.5(a)], the recipient gives this Assurance in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, (except procurement contracts and contracts of insurance or guaranty), property, discounts, or other federal financial assistance extended by the Department of Health and Human Services after the date of the Assurance, including payments or other assistance made after such date on applications for federal financial assistance that were approved before such date. The recipient recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this Assurance and that the United States will have the right to enforce this Assurance through lawful means.

This Assurance is binding on the recipient, its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this Assurance on behalf of the recipient.

This Assurance obligates the recipient for the period during which federal financial assistance is extended to it by the Department of Health and Human Services or provided for in [45 C.F.R. § 84.5]. Pursuant to 45 C.F.R. § 84.7(a), if the recipient employs fifteen or more persons, the recipient designates the following person(s) to coordinate its efforts to comply with the regulation.

Name of Designee(s): Anna Dyess

Title: 5090 Commerce Park Circle

Recipient's Address: Pensacola FL, 32505

Pursuant to 45 C.F.R. § 84.7(b), if the recipient employs fifteen persons or more, the recipient shall adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part. Such procedures need not be established with respect to complaints from applicants for employment or from applicants for admission to postsecondary educational institutions.

IRS Employer I.D. Number: 591912803

AAA Board President (or other authorized official)

I certify that the above information is complete and correct to the best of my knowledge.

Name: John Clark Signature: _____

Date: _____

AVAILABILITY OF DOCUMENTS

Northwest Florida Area Agency on Aging, Inc. HEREBY GIVES FULL ASSURANCE that the following documents are current and maintained in the administrative office of the AAA and will be filed in such a manner as to ensure ready access for inspection by DOEA or its designee(s) at any time. The AAA further understands that these documents are subject to review during monitoring by DOEA.

- (1) Current board roster
- (2) Articles of Incorporation
- (3) AAA Corporate By-Laws
- (4) AAA Advisory Council By-Laws and membership composition
- (5) Corporate fee documentation
- (6) Insurance coverage verification
- (7) Bonding verification
- (8) AAA staffing plan
 - (a) Position descriptions
 - (b) Pay plan
 - (c) Organizational chart
 - (d) Executive director's resume and performance evaluation
- (9) AAA personnel policies manual
- (10) Financial procedures manual
- (11) Functional procedures manual
- (12) Interagency agreements
- (13) Affirmative Action Plan
- (14) Civil Rights Checklist
- (15) Conflict of interest policy
- (16) AAA Board of Directors and Advisory Council meeting minutes
- (17) Documentation of public forums conducted in the development of the area plan, including attendance records and feedback from providers, consumers, and caregivers
- (18) Consumer outreach plan
- (19) ADA policies
- (20) Documentation of match commitments for cash, voluntary contributions, and building space, as applicable
- (21) Detailed documentation of AAA administrative budget allocations and expenditures
- (22) Detailed documentation of AAA expenditures to support cost reimbursement contracts
- (23) Subcontractor Background Screening Affidavit of Compliance

Certification by Authorized Agency Official:

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Area Agency on Aging. Assurance is given that DOEA or its designee(s) will be given immediate access to these documents, upon request.

AAA Board President (or other authorized official)

Name: John Clark Signature: _____

Date: _____ Title: _____