

**Administration on Aging  
and  
Centers for Medicare & Medicaid Services**

**Aging and Disability Resource Center Grant Program**

**Organization Name:** Florida Department of Elder Affairs

**Project Title:** Florida Aging and Disability Resource Center

**Total Project Period:** 7/1/2004 – 6/30/2007

**Total Award Amount:** \$799,945

**Project Contact:** Jay Breeze, (850) 414-2000

**Project's Overall Design:**

Florida will develop and implement Resource Centers in two different service areas offering information, counseling, referrals, assessment and eligibility functions for both publicly and privately funded services for the elderly and individuals with mental illness. To achieve this, Florida will co-locate Information and Referral, screening and assessment, access to crisis intervention, short-term case management, medical and financial eligibility determination, and long term care counseling. Florida will establish a single administrative structure accessible through multiple locations (senior centers, AAAs, housing authorities, mental health centers etc.) in each of the two Resource Center communities. Access to Resource Center services will also be available by phone and the Internet. The Department of Elderly affairs in conjunction with the Florida Office of Long Term Care Policy will develop and conduct the evaluation, including surveys and time studies, comparing performance against project goals and objectives. The Resource Center program will benefit from an existing Florida project designed to merge existing program information management databases. The Florida legislature currently supports integrated long term care.

**Target Population:**

- Year One – Persons aged 60 and older
- Year Two and Three – individuals with mental illness

**Anticipated Outcomes:**

- Visibility - Demonstrated increase in the number of consumer requests
- Trust – Eighty percent of respondents to a survey of ADRC customers express trust in Resource Center services
- Ease of Access – Eighty percent of respondents to a survey of ADRC customers express satisfaction with ease of accessing Resource Center services

- Responsiveness - Eighty percent of respondents to a survey of ADRC customers express satisfaction with the responsiveness of Center services
- Efficiency and Effectiveness – Will be measured through: a time study to determine savings as a result of Resource Centers; customer interviews to measure value of services received; establishing baseline data in year one for each Resource Center

**Involvement of Community Based Organizations and Other Stakeholders:**

- Advisory Committee: The Office of Long Term Care Policy and its Advisory Council will establish a State Aging and Disability Resource Center Work Group to serve as the advisory committee for the Resource Center program. Members will include representatives from the Agency for Health Care Administration (Medicaid agency), Department of Children and Families, Department of Elder Affairs, Department of Health, Americans with Disabilities Act Working Group, Alzheimer’s Association, Florida Association of AAAs, and others. At the local level, Local Coalition Work Groups will be established. Membership will consist of representatives of agencies and organizations serving the elderly and individuals with mental illness, SHIP, local government, selected community based organizations, and consumers
- Partners: Office of Long Term Care Policy, Department of Children and Families, Agency for Health Care Administration