

Community Resources for Elders

A Quick Reference Directory – May 2017

Learn About

Local Helplines

Elder Support Services

Active Aging Resources

Important Healthcare Dates

Orange County Government Resources

Other State and National Resources



This resource directory provides a summary of the larger nonprofit and government resources frequently accessed by Central Florida's elders and their caregivers. The local helpline organizations listed on page 3 can provide a comprehensive list of community resources.



Community Resources for Elders is distributed by Orange County's Elder Ambassadors. The Elder Ambassador initiative is a FREE outreach program designed to increase awareness of elder services and opportunities in Central Florida. The primary component of this initiative involves educating volunteers about local elder services and programs, so they can help raise awareness of local resources that are available to Central Florida residents.

Invite an Elder Ambassador to your next event!

Orange County Commission on Aging
407-254-9277 * officeonaging@ocfl.net
www.ocfl.net/seniors

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Information and Referral Services

Information and referral organizations are great places to begin your journey to find help and assistance. Information and referral organizations provide callers with contact information for organizations that may be able to help. Phone calls are answered by trained “information and referral” specialists. (*Please note: Information and referral organizations usually do not provide direct services.*)

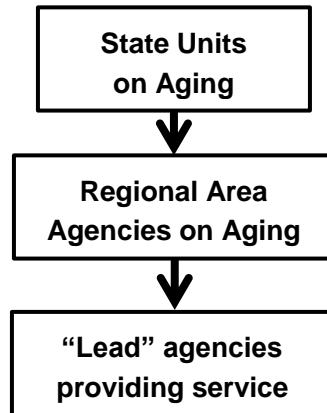
TIPS

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

Agency	Description	Contact Info
Elder Helplines	<p>Provide information about elder services and activities in Central Florida, including Orange, Seminole, Osceola and Brevard counties. Information on services range from hospice to in-home care to health care resources. Calls are answered by trained, bilingual operators. This free program is offered by the Senior Resource Alliance.</p> <p>Elder Helplines exist in every county within the State of Florida. A program of the Florida Department of Elder Affairs.</p>	<p>Local 407-514-1800 www.SRAFlorida.org</p> <p>Statewide 800-963-5337 www.elderaffairs.state.fl.us</p>
211 Community Resources Helpline	<p>Acts as a free, one-stop source for referrals to thousands of health and human service agencies and programs in Central Florida such as food pantries, shelters, credit counseling and more. Calls are answered 24-hours-a-day by trained, bilingual operators. A program of the Heart of Florida United Way.</p>	<p>Dial 211 or 407-839-4357 www.hfuw.org/2-1-1-information-assistance-helpline/</p>
Orange County Government Helpline	<p>Orange County’s 311 non-emergency customer service office helps link residents with the appropriate services and programs within Orange County Government.</p>	<p>Dial 311 or 407-836-3111 www.ocfl.net/311</p>

Elder Support Services

Florida Department of Elder Affairs and Area Agencies on Aging



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

Programs With NO Eligibility Criteria

The Department of Elder Affairs offers several support services that investigate, advocate and/or educate on behalf of Florida’s elders. These programs are open to all elders and their caregivers.

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

Elder Support Services

Programs WITH Eligibility Criteria

The Department of Elder Affairs and the Area Agencies on Aging provide support programs to seniors ages 60 and over who meet certain eligibility criteria, including maximum income or asset level and challenges with Activities of Daily Living and/or challenges with Instrumental Activities of Daily Living.

“Activities of Daily Living” (ADLs)

- Personal hygiene – bathing, grooming and oral care
- Dressing – ability to make appropriate clothing decisions and dress oneself
- Eating – ability to feed oneself (though not necessarily prepare food)
- Maintaining continence – both the mental and physical ability to use a restroom
- Transferring – moving oneself from seated to standing and getting in and out of bed

Instrumental Activities of Daily Living” (IADLs)

- Basic communication skills – such as using regular phone, cell phone, email or internet
- Transportation – either by driving oneself, arranging rides or ability to use public transportation
- Meal preparation – meal planning, preparation, storage and ability to safely use kitchen equipment
- Shopping – ability to make appropriate food and clothing purchase decisions
- Housework – ability to do laundry, wash dishes and maintain a hygienic home
- Managing medications – taking accurate dosages at appropriate times, managing refills and avoiding medication conflicts
- Managing personal finances – maintaining budgets, writing checks, paying bills and avoiding scams

TIPS

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

Agency	Description	Contact Info
CARES (Comprehensive Assessment and Review for Long-Term Care Services)	Provides pre-admission screenings for individuals seeking community-based Medicaid services and subsidized nursing home services. Managed by the Florida Department of Elder Affairs. Ages 60 and over. Eligibility requirements.	407-540-3865 or 800-96-ELDER http://elderaffairs.state.fl.us/doea/cares.php
CCE (Community Care for the Elderly)	Provides community-based services organized in a “continuum of care” to help functionally impaired older people live in the least restrictive, yet most cost-effective environment suitable to their needs. Eligible clients may receive a wide range of services based on need. Eligibility and waitlists are managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	407-514-1800 or 800-96-ELDER http://elderaffairs.state.fl.us/doea/cce.php

Elder Support Services

Agency	Description	Contact Info
EHEAP (Emergency Home Energy Assistance for the Elderly Program)	Assists low-income households of elders when the households are experiencing a home energy emergency, which could result from a delinquent utility bill, lack of cooling/heating or a shut-off notice. Managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	407-514-1800 http://elderaffairs.state.fl.us/doi/ea/eheap.php
HCE (Home Care for the Elderly)	Provides support services to elders living in family-type arrangements as an alternative to institutional or nursing home care. Managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	407-514-1800 or 800-96-ELDER http://elderaffairs.state.fl.us/doi/ea/hce.php
RELIEF (Respite for Elders Living in Everyday Families)	Offers a much needed break to family members and loved ones who are providing constant care for a frail elder and those stricken with Alzheimer's disease and related dementias. Managed by the Senior Resource Alliance. Ages 60 and over. Eligibility requirements.	800- 96-ELDER or 407-514-1800 www.elderaffairs.state.fl.us/doi/ea/relief.php

Elder Support Services

Lead Agencies and Their Programs

As the local Area Agency on Aging, the Senior Resource Alliance has designated local nonprofits as the primary contractor or “lead agency” for specific services funded by the federal Older Americans Act and/or the State of Florida. In addition to their subsidized services, many of these lead agencies also provide similar services using a sliding fee scale or at market rate.

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

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

Elder Support Services

Alzheimer's Disease and Other Dementias

Dementia is a brain disorder that seriously affects a person's memory and other mental abilities to carry out daily living. There are more than 70 types of dementia, with Alzheimer's disease being the most common form of dementia. Many forms of dementia, such as Alzheimer's disease, are progressive, degenerative disorders that attack the brain's nerve cells or neurons, resulting in memory loss, impaired thinking and language skills and behavioral changes. Other neurodegenerative types of dementia include frontotemporal disorders and Lewy body dementia.

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

Numerous Health Conditions Can Mimic or Cause Dementia

Urinary tract infections * delirium * depression * vitamin B12 deficiency * toxic reactions to drugs * hydrocephalus (water on the brain) * tumors * subdural hematomas (blood clots) * thyroid disease * alcoholism * substance abuse * sleep apnea * Lyme disease * stress or anxiety * stroke * head injury * infection (around the brain)

TIPS

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

Agency	Description	Contact Info
Alzheimer's Association	The Central and North Florida Chapter serves 31 counties with education and support, as well as raises funds for research. This nonprofit is dedicated to enhancing care, providing support for all affected and reducing the risk of dementia through the promotion of brain health.	800-272-3900 www.alz.org/cnfl
Alzheimer's and Dementia Resource Center	Provides caregivers with the educational resources, practical guidance and emotional support they need to care for their loved ones suffering from any form of dementia and – equally important – themselves. Manages the Florida State Brain Bank Research Program in 22 counties.	407-843-1910 www.adrccares.org

Elder Support Services

Hospital-Based Diagnostic Programs

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

TIPS

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

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

Elder Support Services

Hospice End-Of-Life

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

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

Residential and Housing Resources

Affordable Housing

TIPS

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

Agency	Description	Contact Info
U.S. Department of Housing and Urban Development Subsidized HUD Housing for the Elderly	HUD is the federal program that provides information and subsidized assistance on housing. The HUD website provides information on all HUD programs. It also provides information for older adults interested in aging in place (i.e., in their own home). HUD also has multifamily units for the elderly. The age requirement for most senior congregate housing units receiving HUD funds is 62 and over. Some units were built under a different HUD program and have an age requirement of 55 and over. Additional eligibility requirements exist.	800-225-5342 www.hud.gov – search for “information for senior citizens”
Florida Housing Search	This housing locator service enables users to search and locate available housing that best fits their individual needs. Helpful tools and tenant resources are also online. The website is supported by a toll-free call center.	877-428-8844 www.floridahousingsearch.org

Local Housing Authorities in Central Florida

- Orange County Housing & Community Development – 407-836-5150
- Orlando Housing Authority – 407-895-3300
- Winter Park Housing Authority – 407-645-2869
- Seminole County Housing Authority – 407-365-3621
- Sanford Housing Authority – 407-323-3150
- Osceola County Housing Office – 407-742-8400

Elder Support Services

Other Types of Residential Communities

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

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

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

Transportation

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

TIPS

- A few nonprofit agencies offer limited transportation to their clients – ask.
- Some private, for-profit homemaker and companion agencies provide transportation for their clients.

NOTE

- Medicaid recipients under a Medicaid Managed Medical Assistance (MMA) plan must contact their provider for information on the medical transportation trip benefits covered under their individual plan. If you are a Medicaid recipient in a specialty plan, you can also call a Choice Counselor in the Central Florida “Area 7” at 877-711-3662 or email area7medicaidhelp@ahca.myflorida.com.

Agency	Description	Contact Info
ACCESS Lynx	Provides paratransit (door-to-door) services to residents that meet the eligibility guidelines of the ADA, Medicaid, Non-Emergency program or the Transportation Disadvantaged program. Eligibility guidelines and services vary by program.	407-423-TRIP (8747) www.golynx.com/plan-trip/riding-lynx/access-lynx/
ITN Orlando	Offers door-through-door transportation services to seniors 60 and over, as well as individuals who are visually impaired. Transportation is provided in private vehicles, 24 hours a day, 7 days a week, within the coverage area. A membership is required.	407-900-7572 www.itnorlando.org
Safe Mobility for Life Coalition	This website provides centralized information on transportation resources for elders, including transit, driver safety, laws and maintaining mobility. The Coalition and website is managed through the Florida Department of Transportation.	www.safeandmobileseniors.org

Elder Support Services

Legal Resources

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

Agency	Description	Contact Info
Legal Aid Societies of Orange, Osceola and Seminole counties	Provides free or reduced cost legal services for low-income residents. These programs are provided by the respective county Bar Association and have income eligibility requirements. Each Bar Association also maintains a list of attorneys that are certified in elder law.	Orange County 407-841-8310 www.legalaidocba.org Osceola County https://osceolabar.org/laso/ Seminole County 407-834-1660 www.scbalas.com
Community Legal Services of Mid-Florida	Provides free legal aid for low- to moderate-income residents in 12 counties in Central Florida, including Orange, Seminole and Osceola counties.	800-405-1417 www.clsmf.org
Office of the Attorney General	Protects citizens in cases of Medicaid fraud, defends the state in civil litigation cases and represents the people of Florida when criminals appeal their convictions in state and federal courts. Oversees the Seniors vs. Crime program. Protects Florida consumers from various types of fraud and enforces the state's antitrust laws.	866-966-7226 (Fraud Hotline) 800-321-5366 (Lemon Law) http://myfloridalegal.com Seniors vs. Crime 800-203-3099 www.seniorsvscrime.com
Senior Legal Helpline	Provides free legal advice and some services by telephone to eligible Florida residents, ages 60 and over on civil (not criminal) legal matters. This is a program of the Florida Department of Elder Affairs.	888-895-7873 www.elderaffairs.state.fl.us/doi/legal_services.php

Elder Support Services

Other Community Resources

Central Florida has a network of nonprofit organizations that provide services and information to older adults. Below are several additional agencies that are focused on the needs of the elder community. The informational and referral agencies listed on page 3 provides residents with a more comprehensive list of community services.

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

Elder Support Services

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

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

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

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

How to Use Florida Health Finder

To see a current list of licensed providers, visit www.floridahealthfinder.gov. Go to the "locate" option, then select "facilities or providers." This database is searchable by service type and county. A list of all the licensed facilities will be generated. Under "type," it will list the facilities that are certified to accept "Medicare" and/or "Medicaid" patients.

Active Aging Resources

Senior Centers

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

In Orange County

Agency	Description	Contact Info
Beardall Senior Center	This City of Orlando senior center has more than 100 clubs and programs that operate out of this nearly 28,000 sq. ft. facility. Ages 55 and over.	407-246-4440 www.cityoforlando.net/recreation/beardall-senior-center
Fran Carlton Center	This City of Apopka center offers a variety of recreational and social activities for seniors, including exercise classes, arts and crafts, board games, day trips and more. Membership required.	407-703-1784 www.apopka.net
Jessie Brock Community / Senior Center	This City of Winter Garden center offers a wide range of recreational and educational programming for adults age 50 and older.	407-656-4155 www.cwgdn.com/resident/recreation/active/
Maitland Senior Center	The City of Maitland offers a diverse range of activities such as chair yoga, knitting and crochet, chess, bridge, movies, Tai Chi, line dancing, mah jongg, art classes, men's cooking and much more.	407-539-6251 www.itsmymaitland.com/community-events.aspx (Click on Senior Center Activities)
Marks Street Senior Recreation Complex	This Orange County center offers a host of activities ranging from a billiards room, an exercise room and lots of classes on everything from spinning to yoga to dancing, card games and Rummikub. Ages 55 and over.	407-254-1066 www.orangecountyfl.net/CultureParks/SeniorCenters.aspx
Renaissance Senior Center	This Orange County facility offers a fitness center, billiards room, table tennis, ballroom and line dancing, Jazzercise, movies, cardio kickboxing, chair Tai Chi, Geo Fit seniors and more. Ages 55 and over.	407-254-9070 www.orangecountyfl.net/CultureParks/SeniorCenters.aspx
L. Claudia Allen Senior Center	This City of Orlando center offers seniors the opportunity to participate in activities, including sewing, cards, pool table, bingo, bridge, ceramics, crochet and knitting, a fitness room, movies, Pokeno, Zumba and more.	407-246-4461 www.cityoforlando.net/recreation/claudia-allen-senior-center/

Active Aging Resources

Agency	Description	Contact Info
Thomas Ison Center	This City of Ocoee center offers West Orange seniors a host of activities such as bingo, cards, crafts, chorus, line dancing and pot-luck luncheons.	407-592-4498 www.ocoe.org/Departments/PR/SeniorPrograms.htm
Winter Park Community Center	The City of Winter Park center offers recreational programming for all ages, including a fitness center, basketball courts, media center and banquet space. A club for seniors operates from this center.	407-599-3275 www.cityofwinterpark.org and search for “Community Center”

In Seminole County

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

In Osceola County

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

Volunteer Opportunities and Employment Training Opportunities

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

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

TIPS

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

Agency	Description	Contact Info
Hands On Orlando	Connects volunteers with opportunities to help community organizations meet the needs of local residents. Ages 50 and over.	407-740-8652 www.handsonorlando.com
Senior Community Service Employment Program (SCSEP)	This federal program provides employment training and opportunities to low-income individuals who are unemployed. The AARP Foundation manages the federal contract in Orange, Seminole and Osceola counties. Ages 55 and over. Eligibility requirements.	AARP Foundation 407-852-1608 http://www.aarp.org/states/fl/
Volunteers for Community Impact	Promotes volunteerism by matching individuals to volunteer opportunities. Depending on the volunteer position and program, benefits may include a small hourly stipend, travel reimbursement, supplemental insurance and a modest life insurance benefit. Programs include Foster Grandparents, RSVP, CyberSeniors and CATCH Healthy Habits. Age 55 and over.	407-298-4180 www.volunteersforcommunityimpact.org

Active Aging Resources

Continued Learning Opportunities

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

TIPS

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

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

Important Healthcare Dates

REMEMBER!

Always check with your health care provider or care/case manager for verification of these important dates.

Medicare

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

Medicaid –Dual Eligibles

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

Marketplace Health Insurance

- **November 1, 2017** – Open enrollment for 2018 plans begins
- **December 15, 2017** – Open enrollment for 2018 plans ends
- **December 31, 2017** – Coverage ends for 2017 Marketplace plans
- **January 1, 2018** – Open enrollment begins for 2018 plans

Orange County Government Resources

The Commission on Aging is an Orange County advisory board dedicated to creating an elder-friendly community. The Commission on Aging produces educational documents to help local elders and their families connect with local resources and outreach opportunities. This *Community Resources for Elders* document was produced by the Commission on Aging. Several other documents are produced and can be found on the web at www.ocfl.net/seniors.

- **COA e-Newsletter** provides a monthly snapshot of new programs and major events in Central Florida, emerging research and reports released nationally and interesting articles in the media.
- **Fraud Prevention Resource Guide** helps readers protect themselves from scams, fraud and deceptive practices – before fraud occurs. It also contains information on local, state and national resources that are available to individuals who suspect fraud has occurred.
- **LIFE Information for Elders** is a monthly seminar series where organizations present information and resources on different aging topics
- **Staying Active in Orange County Brochure** provides a snapshot of the actives and programs offered in the nine senior centers located in the Orange County geographic area, including centers maintained by different municipalities.
- **Senior sensitivity training** is offered to community groups and local businesses. This 90-minute “hands-on” class enables attendees to experience the visual, audio, and movement challenges that may occur as one ages.

Programs Within Orange County Government

Services	Description	Contact Info
Consumer Fraud	Provides mediation, investigation of consumer complaints and educational outreach that occurred in Orange County within the past two years. The Consumer Fraud Office is assigned to the State Attorney’s Office 9th Judicial Circuit.	407-836-2490
Disability Assistance	Provides information on disability services at the local, state and federal levels. The focus is on the ADA (Americans with Disabilities Act.)	407-836-6568 www.ocfl.net/ADA
Disaster Sheltering for Special Needs Population	Offers special needs shelters during declared emergencies for people that need assistance during evacuations or sheltering. Disaster Health Services encourages individuals needing assistance to register for the special needs registry throughout the year.	407-836-9319
Family Resource Program	Provides case management and financial assistance to low-income individuals with health-related issues that may result in temporary or permanent disability. Individuals must be able to show financial stability once assistance is provided.	407-836-8466

Orange County Government Resources

Services	Description	Contact Info
Housing Rehabilitation Programs	Assist very low-income homeowners to correct code violations and deteriorating conditions. This Housing and Community Development program requires homeowners to have owned and lived in the home a minimum of one year.	407-836-5181
Orange County Funding for Non-Profit Agencies	Fund non-profit senior services including, but not limited to, recreation programs, nutritionally balanced meals, and arts and crafts. This funding program is managed by the Citizens' Commission for Children.	407-836-7610
PCAN (Primary Care Access Network) Health Services	Provides healthcare services to underinsured and uninsured County residents. Services vary by location and may include pediatrics, adult primary care, secondary care, dental, laboratory, eye clinic or pharmacy.	407-836-PCAN (7226) www.pcanorangecounty.com
Crisis Assistance Program	Provides one-time financial assistance to Orange County citizens who are experiencing a temporary crisis in paying their mortgage, rent or utilities. Families must be able to show financial stability once assistance is provided.	407-836-6500
Utility Bill Assistance	Helps eligible low-income Orange County residents pay their home heating and/or cooling bill when there is a home energy crisis. The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program similar to EHEAP (Elderly Home Energy Assistance program), which is for Central Floridians aged 60+ and is managed by the Senior Resource Alliance.	407-836-7429 – LIHEAP 407-514-1800 – EHEAP
Veterans Services	Assist veterans and their dependents in filing claims to the U.S. Department of Veterans Affairs for compensation, medical treatment and other benefits.	407-836-8990
Weatherization Assistance Program	Assists very low-income households with minor repairs designed to help reduce the energy burden of the home. This federal program is managed by the Community Action Division.	407-836-9333

Orange County Government Resources

Services	Description	Contact Info
Neighborhood Senior Clubs	Offer activities for seniors at seven community centers throughout Orange County. Activities vary by location, but may include crafts, exercise, workshops, congregate meals and holiday celebrations. These Community Action Division centers serve adults ages 55 and over.	407-836-9333
Cooperative Extension	Teaches healthy actions to age well, including senior nutrition, healthy meals for one or two, behaviors to reduce chronic illness, Florida Friendly gardening, budgeting, and maintaining a safe and healthy home for aging in place. Cooperative Extension is an educational partnership between the University of Florida IFAS and Orange County.	407-254-9200 http://orange.ifas.ufl.edu

Programs within Orange County Constitutional Offices

Services	Description	Contact Info
Limited Income Senior Homestead Exemption	Offers property tax exemptions to qualified homeowners. Tax exemption programs offered by Orange County Property Appraiser Programs include Limited Income Seniors, Veterans, Disability, and Widow and Widowers exemptions.	407-836-5044 www.ocpafl.org
Senior Safety (Triad)	Encourages residents and businesses to participate in the local Triad program, which is focused on reducing the victimization of seniors. This is a program of the Orange County Sheriff's Office.	407-254-7375 or 407-254-7000 www.ocso.com
Senior Academy	Teaches seniors how to reduce their chances of being a victim at this six-week class offered by the Orange County Sheriff's Office.	407-254-7375 or 407-254-7000 www.ocso.com

Other State and National Resources

Other State of Florida Programs (includes Medicaid)

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

TIPS

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

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

Other State and National Resources

Agency	Description	Contact Info
Florida Division of Blind Services	The Florida Division of Blind Services helps blind and visually impaired individuals achieve their goals and live their lives with as much independence and self-direction as possible.	407-245-0700 Serves Lake, Orange, Osceola, Seminole and Sumter counties http://dbs.myflorida.com/
Florida Medicaid	This program helps with medical costs for some people with low-income and limited resources. As a joint program between federal and state governments, each state program varies. The Florida Health Finder website (listed on right) allows viewers to search for licensed care facilities, health plans and drug prices. Eligibility guidelines vary.	In Florida 888-419-3456 www.floridahealthfinder.gov Nationally 866-762-2237 www.medicaid.gov
Florida Veterans Affairs	Helps Florida veterans, their families and survivors improve their health and economic well-being through quality benefits information, advocacy, education and long term health services. Eligibility guidelines vary.	727-319-7440 or 800-273-8255 (Veterans Crisis Hotline) www.floridavets.org
Lifeline Assistance	Public Services Commission program helps make telephone service affordable to low-income customers in Florida. Eligibility guidelines.	800-540-7039 www.psc.state.fl.us/ConsumerAssistance/LifelineAssistance

Guardianship (Florida Courts)

Adult guardianship is the process by which the court finds an individual's ability to make decisions so impaired that the court gives the right to make decisions to another person. Guardianship is only warranted when no less restrictive alternative – such as durable power of attorney, trust, health care surrogate or proxy, or other form of pre-need directive – is found by the court to be appropriate and available. For Orange and Osceola counties, contact the Ninth Judicial Circuit Court at 407-836-6058. For Seminole County, contact the Eighteenth Judicial Circuit Court at 407-665-4330.

The Office of Public and Professional Guardians within the Florida Department of Elder Affairs is responsible for the registers and disciplines professional guardians in Florida. Contact 850-414-2381.

Other State and National Resources

Federal Government Programs (includes Medicare)

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

Agency	Description	Contact Info
Administration on Aging (AOA)	The U.S. Administration on Aging is a federal agency. This website provides information about housing, finances, nutrition and health. It also introduces elders to senior services and volunteer opportunities.	800-677-1116 www.aoa.gov
Federal Interagency Forum on Aging-Related Statistics	The website for the Federal Interagency Forum on Aging-Related Statistics links viewers with aging-related statistics and reports published by different federal agencies.	800-677-1116 www.agingstats.gov
Medicare	The U.S. government's national health insurance program for people age 65 and older who have worked for at least 10 years in Medicare-covered employment, and who are citizens or permanent residents of the U.S. Visit www.Medicare.gov to learn difference between Medicare and Medicaid.	800-Medicare (633-4227) www.medicare.gov
National Institute on Aging	The National Institute on Aging provides leadership in aging research, training, health information dissemination and other programs relevant to aging and older people.	800-222-2225 www.nia.nih.gov
Social Security Administration	The U.S. Social Security Administration provides retirement, disability and survivors' benefits to qualified individuals. Apply for benefits or check your application status online.	800-772-1213 www.ssa.gov
Veterans Affairs	Veterans Affairs provides a wide range of benefits, including, disability, education and training, vocational rehabilitation and employment, home loan guaranty, dependent and survivor benefits, medical treatment, life insurance and burial benefits. Eligibility guidelines and services vary by program.	Benefits: 800-827-1000 Health Care: 877-222-8387 Inspector General: 800-488-8244 Crisis Line: 800-273-8255 Press 1 www.va.gov

Other State and National Resources

State and National Community Resources

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

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

Common Acronyms

Acronym	Description
AAA	Area Agencies on Aging
AD	Alzheimer Disease
ADI	Alzheimer Disease Initiative
ADLs	Activities of Daily Living
ADRC	Alzheimer and Dementia Resource Center
ADRC	Aging & Disability Resource Center
AHCA	Agency for Health Care Administration
ALF	Assisted Living Facility
APS	Adult Protective Services (at DCF)
CAP	Crisis Assistance Program
CARES	Comprehensive Assessment and Review Services
CCE	Community Care for the Elderly
CM	Case Manager
DCF	Florida Department of Children and Families
DOEA	Florida Department of Elder Affairs
EHEAP	Emergency Home Energy Assistance for the Elderly Program
HCE	Home Care for the Elderly
HUD	Housing and Urban Development
I & R	Information and Referral Services
IADLs	Instrumental Activities of Daily Living
LiHEAP	Low-Income Home Energy Assistance Program
LTC	Long Term Care
MDC	Memory Disorder Clinic
MMA	Managed Medical Assistance Program
OAA	Older Americans Act
PCAN	Primary Care Access Network (Orange County ONLY)
RELIEF	Respite for Elders Living in Everyday Families
SHINE	Serving the Health Insurance Needs of Elders
SNF	Skilled Nursing Facility
SRA	Senior Resource Center

Frequently Called Numbers

Helplines	
Community Resources (E.g. – housing, food pantries, job training, homeless services, crisis care, etc.)	211
County Resources (E.g. – non-emergency calls, animals, traffic signs, potholes, sidewalk repair, etc.)	311
Elder Services & Activities (E.g. – hospice, in-home care, adult day, dementia , health care resources etc.)	407-514-1800
Programs and Services	
Alzheimer's Association	800-272-3900
Alzheimer's & Dementia Resource Center	407-843-1910
Adult Protective Services (Elder Abuse)	800-962-2873
CARES (Comprehensive Assessment & Review for Long Term Care Services)	407-540-3865
CCE (Community Care for the Elderly)	407-514-1800
EHEAP (Elder Home Energy Assistance Program)	407-514-1800
LIHEAP (Low Income Energy Assistance Program)	407-836-7429
Weatherization Assistance Program	407-836-9333
SHINE (Elder Insurance)	407-514-1800
HUD (Subsidized Housing for the Elderly)	800-225-5342
Florida Hospice & Palliative Care Association	800-282-6560
Fraud (Florida Attorney General)	866-966-7226
Legal Aid Society (Orange County)	407-841-8310
Senior Legal Helpline	888-895-7873
ACCESS Lynx (door-to-door)	407-423-8747
Important Website: www.floridahealthfinder.gov	
The Florida Agency for Health Care Administration licenses many types of service in Florida including home health agencies, homemaker companion services, assisted living, nursing homes and adult day cares.	



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

