



Citizen Guide

Elderly Exploitation and Abuse Resources

This document was created to help members of our community who care for, interact with, or can personally be described as our most vulnerable adult citizens. This includes the elderly population within Pasco County, as well as disabled adults. Below is a list of agencies who can assist in providing services for victims and their families, to include referral services and caregiver support.

- **Pasco Sheriff's Office-Victim Advocates (VAs)**
 - The Pasco Sheriff's Office VAs are equipped to help victims of crimes identify and navigate available resources to assist them and their families. The VAs help ensure the victim attends any court related appointments required by the State Attorney's Office. The VAs can provide or arrange transportation to and from the court house.
 - **Contact Information:** West Pasco: 727-847-5878
East Pasco: 352-518-5000

- **Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP)**
 - The Area Agency on Aging of Pasco-Pinellas, Inc. will provide seniors, adults with disabilities, and caregivers with the resources and services needed to maintain independence, promote healthy aging and live an optimal quality of life. The Area Agency on Aging of Pasco-Pinellas, Inc. provides resources such as transportation, nutrition, case management, caregiving, and more.
 - Additional resources offered by AAAPP:
 - **The Aging and Disability Resource Center (ADRC)**
 - Victim Advocacy
 - Legal Help
 - Financial Assistance
 - Transportation



- Caregiver Support: Offer supportive services for the caregiver such as day services, assist in providing incontinent supplies (because at times the cost is high)
 - Referral Assistance: Assist in getting services in the home such as homemaker services. Examples: Meals on Wheels, Housekeeping, Chore Services (assist in situations such as hoarders), food pantries
 - Insurance Assistance: Partners the vulnerable adults with the SHINE Program (Serving Health Insurance Needs of Elders) to help them find low or no cost prescriptions, help them know which Medicaid plan to select, help prevent them from becoming a victim of Medicare/Medicaid Fraud (See below agency description and contact information).
- **Elder Helpline for the public:**
 - 1-800-96-ELDER (1-800-963-5337)
 - **Website:** <http://agingcarefl.org/>
 - **Email:** ADRC.Helpline@aaapp.org
- **Bay Area Legal Services, Inc.**
 - Provides free civil legal help to eligible residents of our five-county service area. (They do not handle include traffic violation issues.)
 - **Legal Aid Line:**
 - 1-800-625-2257
 - East Pasco: 352-567-9055
 - West Pasco: 727-847-5494
- **Community Aging and Retirement Services, Inc. (CARES)-Pasco County**
 - CARES (Community Aging and Retirement Services, Inc.) is a charitable, not-for-profit 501(c)(3) corporation that provides quality and caring services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services. They work with health professionals, families, volunteers, donors and businesses who want elders to age positively and with dignity. They are



supported in part by grants from the Area Agency on Aging of Pasco-Pinellas, Inc., the Florida Department of Elder Affairs, the United Way of Pasco County, Community Foundation of Tampa Bay, Brookdale Foundation, business partners and private donations. They are a licensed agency (Home Health License #299994876, Adult Day Care License #9045 and #9047). CARES Senior Centers help to enrich the lives and minds of older adults by offering a wide variety of social, recreational, wellness, computer learning and other educational programs. Each center has a unique personality and charm all to its own. Visit all of their centers and discover the individual programs and strengths that they offer. You'll see how CARES supports the community and helps people to LIVE, LEARN & THRIVE! STAY CONNECTED TO THE WORLD AT CARES ENRICHMENT CENTERS.

- **CARES Points of Contact:**
 - **East Pasco:** 352-518-9300
 - **West Pasco:** 727-844-3077 (New Port Richey) **or** 727-847-1290 (Elfers Center) **or** 727-863-6868 (Hudson)
 - **CARES Travel:** 727-853-3002 (Hudson) **or** 727-848-3387
 - **CARES Chore:** 727-862-9291 (West Pasco) **or** 352-523-1500 (East Pasco)
 - **Website:** <http://caresfl.org/>
- **Diapers for Dignity-through AAAPP and ADRC**
 - Diapers for Dignity provides confidential assistance. It is an adult incontinence supply bank for those unable to afford supplies.
 - Packages of supplies available for adults:
 - Pull-ups
 - Tabbed briefs
 - Pads
 - Flat underpads for beds or furniture
 - **Elder Helpline for the public:**
 - 1-800-96-ELDER (1-800-963-5337)
 - **Website:** <http://agingcarefl.org/diapersfordignity/>
 - **Email:** ADRC.Helpline@aaapp.org



- **Florida Department of Children and Families (DCF)-Adult Protective Services (APS)**

- The Florida Abuse Hotline serves as the central reporting center for allegations of abuse, neglect, and/or exploitation for all children and vulnerable adults in Florida. This reporting capability is available 24 hours a day, 7 days a week, and is confidential in nature.

- ***Abuse Hotline:***

- 1-800-96-ABUSE (1-800-962-2873)

- ***Online Reporting:***

- <https://reportabuse.dcf.state.fl.us/>

- ***Website:*** <https://www.myflfamilies.com/>

- **Florida Department of Elder Affairs**

- The Florida Department of Elder Affairs focuses on promoting the well-being, safety, and independence of Florida's seniors, their families, and caregivers. The Department provides most direct services through its Division of Statewide Community-Based Services, which works through the state's eleven Area Agencies on Aging and local service providers to deliver essential services to a vital segment of the population. The Department also directly administers a wide range of programs, ranging from the Long-Term Care Ombudsman Program, Office of Public and Professional Guardians, and Communities for a Lifetime to SHINE (Serving Health Insurance Needs of Elders) and CARES (Comprehensive Assessment and Review for Long-Term Care Services). Their website provides a list of resources and services available to our vulnerable adults and their families.

- ***Elder Helpline for the public:***

- 1-800-96-ELDER (1-800-963-5337)

- ***Office number:*** 727-588-6882

- ***Website:*** <http://elderaffairs.state.fl.us/index.php>

- ***Long-Term Care Complaints-Ombudsman Program***

- 1-888-831-0404

- ***Website:*** <http://ombudsman.myflorida.com/Complaint.php>



- **Florida Senior Legal Helpline**

- Provides free legal advice and brief services by telephone for seniors to address civil legal questions regarding housing, health care, family law, employment, advance directives, and many other issues. When clients need representation in court or other extended services, they help them find free legal providers in their area.

- ***Senior Legal Helpline:***

- 1-888-895-7873

- ***Website:*** http://elderaffairs.state.fl.us/doea/legal_services.php

- **National Family Caregiver Support Program (NFCSP)**

- Provides support for unpaid caregivers of persons 60 years or older. The goal is to relieve the emotional, physical, and financial hardships of providing 24 hour care.

- Available services:

- Screening and assessment
- Respite care (a break from caregiving) such as:
 - Adult Day Care
 - Home Health Aides
- Counseling
- Chore Services
- Medical Supplies

- ***Elder Helpline for the public:***

- 1-800-96-ELDER (1-800-963-5337)

- ***Website:*** <http://agingcarefl.org/>

- **Seniors versus Crimes (SVC)**

- The Primary Goal of the Seniors Vs Crime Project is to reduce the victimization of senior citizens who are often targeted for specific crimes or scams based on their age. The Project accomplishes this goal by providing various educational and crime prevention programs to senior citizen groups; investigating complaints and



seeking restitution for seniors in appropriate instances and by providing investigative agencies with senior volunteers to assist them with specific investigations.

- The Seniors vs. Crime Project does not handle criminal cases. When there is reason to believe that a violation of a criminal law has occurred, the entire case is transitioned to a Law Enforcement Agency. In some of these cases, investigating officers can request that a “Senior Sleuth” continue working on certain aspects of the non-criminal elements of the investigation. Under these circumstances, the Senior Sleuths are assisting law enforcement and provide all of their findings to the investigating officer. (There is no office in Pasco County).
 - **Public Phone Line:** 1-800-203-3099
 - **Office Number:** 941-713-5656
 - Email: pinellas@svcproject.org
 - **Website:** <http://www.seniorsvscrime.com/home>
- **Serving Health Insurance Needs of Elders (SHINE)**
 - SHINE (Serving Health Insurance Needs of Elders) is a free program offered by the Florida Department of Elder Affairs and your local Area Agency on Aging. Specially trained volunteers can assist vulnerable adults with their Medicare, Medicaid, and health insurance questions by providing one-on-one counseling and information. SHINE services are free, unbiased, and confidential. The SHINE program supports the Florida Department of Elder Affairs’ mission by providing free and unbiased health insurance counseling through a dedicated network of volunteers, empowering Florida seniors to make informed health care choices.
 - **Elder Helpline for the public:**
 - 1-800-96-ELDER (1-800-963-5337)
 - **Office Number:** 727-570-9696
 - **Website:** <http://www.floridashine.org/Home.aspx>



- **Consumer Protection-Pinellas County**

- Pinellas County's Consumer Protection works with the State Attorney's Office to assist elderly adults. They provide assistance for the resolution of consumer-business disputes; investigate allegations of criminal violations; educate and inform the consumer and business communities of existing consumer protection laws; enforces the charitable solicitations, bingo, fortunetelling and adult use ordinances. *The victim OR the party they are filing against must reside in Pinellas County*

- **Public Assistance:**

- Main: 727-464-6200

- **Website:** <http://www.pinellascounty.org/consumer/default.htm>

- **List of Consumer Resources:**

- <http://pinellascounty.org/consumer/PDF/Agency-ResourcesList.pdf>

- **List of links for State, Federal, and Other resources:**

- <http://www.pinellascounty.org/consumer/links.htm>

- **Neighborly Senior Services-Pinellas County**

- Neighborly is available for Pinellas County residence. This is the equivalent of CARES which is in Pasco County. Neighborly is a non-profit 501C (3) organization licensed as a corporation in the State of Florida and dedicated to improving the lives of older persons in need of home and community-based services who reside in Pinellas County, Florida. They provide Meals on Wheels, Adult Day Programs, Senior Dining and Transportation. Their focus is to improved health, wellness, and independent living for individuals and families.

- **Public Assistance:**

- 727-573-9444

- **Website:** <https://neighborly.org/>

- **Elder Abuse Guide for Law Enforcement (EAGLE)**

- Community resource referral via zip code. This is an online search tool designed for law enforcement officers to help citizens locate services for our vulnerable adults. This site is also available to the public.



- **Website:** <http://eagle.trea.usc.edu/law-enforcement-resources/community-resource-referral/>