

City of Milton

Overview of Available Senior Resources.

I. Introduction.

A wide range of services and programs are available for the 55 and over population of Milton and the surrounding community. For a full listing of services and programs available to the community please visit <http://www.miltonfl.org/366/Senior-Resources>. Many of these services and programs have been made available to the aged population of this community for three primary reasons: 1) to protect their health and well-being; 2) to help maintain their safety; and 3) to provide them independence while living in the comfort of their own homes.

These services and programs come in many different forms and functions and include everything from personal care services, recreational opportunities and low-cost home repairs to Meals on Wheels and educational opportunities. The availability of services and programs to meet the needs of a rapidly growing older adult population have evolved over time.

Often times, many of the services and programs in our community have a very limited budget for marketing and outreach and are not always well known or advertised. These services are most often provided by agencies, non-profits, and others that have to direct most of their funding to providing the services instead of advertising them.

The socio-economic condition of our community and many of its residents lends itself to services and programs focused on providing the basic necessities such as food and shelter, while services and programs for recreation and socializing appear to be few and far between.

II. Local Service and Program Background.

Many of the local services and programs available to the 60 and over age-group of our community's population are derived from funding delivered by the Northwest Florida Area Agency on Aging through the Department of Elder Affairs from the Federal Older Americans Act. The [NWFLAAA](#) is not a direct provider of health or social services but rather the administrative agency for our area. The Agency collaborates with community-based service providers in the planning, coordination, development and evaluation of programs and services currently available for those residents who are 60 years old and older. The Aging and Disability Resource Center provides information and referral services to the aging population as well as persons with developmental disabilities.

[Council on Aging of West Florida](#), Inc. is funded in part by grants and/or contracts with the Northwest Florida Area Agency on Aging, Inc., the State of Florida Department of Elder Affairs, the State of Florida Department of Children and Families, United Ways of Escambia and Santa Rosa Counties and the Corporation for National Services.

There are multiple other not-for-profit groups, religious organizations, and local government entities that assist the Council on Aging and the Area Agency on Aging in the provision of services and programs, such as meal services, transportation, and general support. These other local bodies also provide other services such as counseling, shelter, recreation and more.

III. Services and Programs Overview.

Advocacy and Informational Services.

In general these services are provided by State and Local agencies and organizations like the United Way. They maintain databases on available resources, services, programs, and providers. In general these services provide information about qualifications/applicability for various senior programs, applications for programs, local contacts, meal sites, transportation and care options while also offering direct services as well.

Adult Day Care

Services and programs that may provide medical and/or non-medical care to meet the needs of seniors and adults with disabilities; a variety of social, psychosocial, and related support services in a protective setting, necessary to reach a therapeutic goal. These services are typically provided by private companies but there are some not-for-profit organizations that provide assistance when funds are available. Generally, these services rely on the Federal and State funding and volunteer work.

Housing and Financial Assistance

Services and programs that may include provision of physical adaptations and assistive devices, emergency assistance in situations that demand relocation, temporary lodging expenses in particular situations, housing, and assistance with rent and utility services. These programs are generally funded through Federal, State, and Local agencies, and not-for-profits.

In-Home/ Personal Care Assistance

Services are provided by individuals to elderly persons who need outside help to maintain independent living. These services are generally provided through private home care companies but some local not-for-profits may provide these services on a limited and often time, volunteer basis. Personal care providers typically offer assistance to maintain bodily hygiene, personal safety, and activities of daily living and can also include nursing, in-home Alzheimer's, Respite, and end-of-life care. There are also services and programs that will

visit individuals to provide household support and the performance of household tasks rather than to care for the client.

Nursing/Adult Care Facilities

Many of these facilities/services and programs are provided by private companies that take Medicare and Medicaid Insurance. In general these facilities are businesses that provide full time residential and medical care that includes supervision, assistance, meals, rehabilitation, therapy and other care. They range from short-term to long-term, from rehabilitation to Alzheimer's and Hospice care. There are financial and other assistance programs made available by local agencies and others that provide additional services to residents of many care facilities.

Transportation Services.

There are varied types of transportation services and programs available, both paid and free. Taxi and other similar services are provided for, trips can sometimes be subsidized by local agencies and not-for-profits. There are also local not-for-profits and religious organizations that provide rides to the elderly for medical and shopping needs.

Meal Services

There are generally two types of food services: 1) Meals on Wheels; and 2) Congregate meal sites. These services and programs are provided through local not-for-profits and agencies like the AAA and others. The meals on Wheels program provides meals delivered to clients who are homebound, unable to prepare their own meals and have no caretaker at home to prepare meals for them. This has both free and paid service components. The free service is based on need and there is usually a waiting list to receive these benefits. Congregate meals are also generally provided by local agencies and not-for-profits through participating service sites, typically places of worship and community centers.

Social, Recreational, and Other Services

These include a variety of services and programs like social reassurance / friendly visiting, individual or group counseling, money management, translation and interpretive service, informational pamphlets on nutrition, educational programs, and recreational opportunities. There are a number of private companies, agencies, institutions, and not-for-profits that generally provide for these services.

Employment Services and Programs.

Often times these services rely on State and local agencies and local not-for-profits. Programs like the Senior Community Services Employment Program (SCSEP) are administered by the Florida Department of Elder Affairs. The Senior Community Service Employment Program (SCSEP), provides part-time work-based training opportunities at local community service agencies who have poor employment prospects and are unemployed. SCSEP assists individuals in finding employment opportunities in the community through a variety of supportive services such as personal and job-related counseling, job training, and job referral. SCSEP providers can also educate employers about the benefits of hiring older workers.

IV. Local Services and Program Availability.

The following subsections provide a brief overview of the services and programs, by service/program type, available within the City of Milton and Santa Rosa County. This report is an overview of availability not an analysis of services and programs and should serve as a starting point from which a more thorough examination of services can occur.

For a complete listing of senior resources available please see the CLCP Senior Resource List. This will be made available on the City's website at: <http://www.miltonfl.org/366/Senior-Resources>. Copies of the information and a map of services will also be available within the Planning Department at City Hall, located at 6738 Dixon Street, Milton Florida 32570.

A. Advocacy and Informational Services and Programs

Milton and Santa Rosa County senior residents in general have multiple advocacy and informational services available to them. The Florida Department of Elder Affairs (FDEA), the Area Agency on Aging (AAA), the Council on Ageing (COA), the United Way, the Senior Advisory Council, the Retired Senior Volunteer Program and others provide varying levels of advocacy and informational support.

Many of these agencies and organizations go beyond advocacy and informational services they provide help lines, take complaints, and will, often times, work with seniors to provide assistance through whatever means are available. The FDEA, AAA, COA, and United Way, have online portals and databases of various services and programs that are available to seniors.

B. Adult Day Care/In Home/Personal Care Assistance

This Service/Program can be divided into both direct services and consultative services as there are both service providers within the community and consultation/information type service providers that function within the area and from outside it, as well.

There are multiple private in-home care provider options that serve Santa Rosa County. Many of the in-home care companies are based in Escambia County and serve Escambia, Santa Rosa, and Okaloosa Counties. There are a few that are based in Santa Rosa and focus service within the County. Many of the providers offer a range of paid services from basic home upkeep and chore service to advanced nursing, Alzheimer's and end-of-life care. Many providers also offer transportation services to things like doctor's appointments and for shopping, in and outside of regular care services.

There are many agencies and private companies that provide both free and paid consultation services to seniors and to family members when trying to determine if in-home care is the right fit or if a community care/nursing facility may work better for an

individual's care needs. The following websites can provide additional information on these services:

www.emeroldcoasthospice.org
www.assistedlivinglocators.com
<http://www.cil-drc.org/>
<http://www.fcoa.org/>

C. Housing and Financial Assistance.

Housing/shelter services and programs that provide various direct support systems (typically from agencies and organizations) that build new houses, that maintain section 8 and low income housing, that help make access improvements and those that provide shelter for the homeless on cold nights, are available to the community. Financial assistance programs, in this instance, are referring to those services and programs provided by agencies and others that will give seniors and other needy individuals and family's money for rent and or utilities are also available in Milton and Santa Rosa County.

The FDEA, AAA, United Way and other local organizations often have or have access to assistance programs that help with utility and rent payments. These local agencies and organizations will often make referrals for housing and needed access modifications also. However, many of these programs are on a first come first serve basis with very limited funding and individuals are typically limited to using the service once every six months or more. These State and larger local agencies also have links to various other housing assistance programs like [Florida Affordable Assisted Living](#).

There are local Charity groups and religious organizations that provide emergency financial assistance and shelter as well. Some of the services and programs available are not directly related to the aged population but have a focus on homelessness and will provide shelter during the winter when temperatures drop below 40 degrees.

The Milton Housing Authority seeks to provide affordable housing to all residents within Santa Rosa County. However, there is usually a waiting list and those seniors and others in immediate need may have to turn someplace else.

D. Nursing/Adult Care Facilities.

There are a number of adult care/nursing facilities both within Santa Rosa County and in neighboring counties that provide a wide range of services to residents. There are between four and six facilities within the City of Milton alone. The great majority of existing care facilities are private adult care/nursing facilities that provide specific care needs to residents including general nursing, Alzheimer's care, and end-of life care.

The facilities all have similar services and programs though there are those that have particular focuses, such as mental health or rehabilitation. The facilities typically have multidisciplinary teams of health professionals and conduct comprehensive assessments of

each potential resident to determine and plan services needed to meet the individual's specific health and social needs. Services generally provided at the facilities include the following: professional nursing services; physical, occupational and speech therapies; mental health services; therapeutic activities; social services; personal care; hot meals and nutritional counseling; and transportation to and from activities outside of the care facility.

E. Transportation Services.

There is not a public transportation service provided within Santa Rosa County currently. There are a number of private taxi companies, some of which are equipped to accommodate seniors and the disabled. As mentioned above, many of the private in-home care companies also offer transportation services. However, many are not equipped with vans and vehicles with wheelchair access.

There are a few not-for-profit and religious organizations that offer transportation services to people within the City and County that have a need. Tri-County Community Council offers a transportation program for those in need of assistance. However, this program is limited by available funding. Some religious organizations within Santa Rosa County also offer a transportation program to citizens in need.

F. Meal Services.

The Council on Aging of Northwest Florida ([COAWFLA](#)) delivers a number of food services/programs which are dedicated to providing nutritious meals to seniors in the area. The Meals on Wheels program delivers food to seniors that cannot otherwise obtain food or meals. The program is a State funded program and requires that each participant undergo an assessment. The program is fairly popular and there is a waiting list.

The COAWFLA also offers senior dining sites throughout the community. There are six congregate meal sites located in Santa Rosa County at various churches and community centers. Each location may have a different meal schedule and it is important that seniors who plan on attending call ahead of time. Site information including phone numbers can be found online. The COAWFLA also offers paid meal delivery services as well.

[Manna Food Pantry](#) and various religious organizations also offer a number of food service sites throughout Santa Rosa County. It is important to call the meal sites ahead of time and to bring a photo ID to the site. Many of these sites are not specifically for the elderly population and resources are limited.

G. Other Important Senior Programs and Services.

Disease Prevention and Health Promotion.

There are a number of State agencies and not-for-profit organizations that promote disease prevention and healthy living. The Northwest Florida Area Agency on Aging, the Council on

Aging of Northwest Florida, the Department of Elder Affairs and others serve the area. The Health Department is also a good source of information.

Chronic diseases and conditions such as heart disease, stroke, cancer, diabetes, obesity, and arthritis are among the most common preventable health problems. Many older adults experience limitations in activities due to such conditions. Federal and state funds are distributed to local Area Agencies on Aging (AAA) and others who use the funds to provide programs that support healthy lifestyles and promote healthy behaviors at multipurpose senior centers, at congregate meal sites, through home delivered meal programs, and at other appropriate sites.

Family Caregiver Support Programs.

The local Area Agencies on Aging (AAAs) coordinate local community-service systems for assisting caregivers of seniors. Services are available to family and other unpaid caregivers supporting older individuals, as well as grandparents and older relatives caring for children. The AAA is responsible for determining the array of services, including caregiver information, assistance in gaining access to services, counseling and training support, temporary respite, and limited supplemental services to complement the care provided by caregivers. Services are provided directly by AAA staff, or through partnerships with other public or private agencies.

Some local adult care facilities as well as the local governments and not-for-profits sometimes offer support classes for family members who are caring for the elderly and aged at home as well as for those who have placed their loved ones in into adult care facilities.

Legal Assistance.

There are a few legal assistance resources within the community for the aged population. Though it appears there is only one direct service provider, there are multiple agencies that provide services and programs for recourse for abuses and other legal questions. The AAA, the United Way, the States Attorney General's Office.

The Florida Department of Elder Affairs provides the Senior Legal Helpline which offers free legal advice and other services to Florida's aged population, 60 and over.

Long-Term Care Ombudsman Program seeks to improve long-term care facility resident's quality of life. The program is authorized by the federal Older Americans Act and administered by the Florida Department of Elder Affairs. Though it is a volunteer based advocacy program they do investigate complaints and can provide legal assistance relating to abuse, neglect, and fraud.