



*Celebrating*

50

*Years of Service*

**2016 Annual Report**

*Health, Wellness and Independent Living*

# Message from the President/CEO, Debra Shade

Dear Friends:

We are all aging. The process is simply a matter of time. As the aging process takes place, each of us experiences the same concerns about the quality of our health, our economic well-being, our level of independence and our social contacts.

Longer life can mean greater personal happiness and greater fulfillment, but longer life brings new challenges and needs. Neighborly has been a proponent of care for the elderly in Pinellas County for 50 years, addressing the total needs of the individual and implementing programs to meet those needs. At Neighborly, our efforts are directed toward helping the elderly retain the highest possible level of independence.

I feel extraordinarily privileged to work for this stellar company with such competent and devoted staff and volunteers. Our management team and staff do outstanding work every single day. It gives me a great sense of pride as our staff address the challenges facing our clients and caregivers.

After 50 years of experience, we have obtained a clear understanding of quality service. We have the ability to face the challenges and opportunities presented to us in the future. The residents of Pinellas County can depend on us for services that address independence, dignity, and quality of life.

Thank you for trusting us for 50 years!



## Adult Day Services

Naturally everyone wants to take care of their loved one at home as long as possible. However, the aging of America has created a need for supervised care for our loved ones who live at home and whose caregivers must continue to work or just need respite. With today's technology and improvement of health care, individuals are living longer. Therefore, the reality of caring for a parent or loved one while caring for a career is increasing every year.

Neighborly recognizes the need for programs that support families seeking to help a loved one remain happy, active, safe and living at home for as long as possible. The Neighborly Adult Day Services program provides respite for caregivers and a warm and inviting place for seniors. We provide a caregiving partnership you can trust by offering programs for older adults facing physical or cognitive challenges.



Many caregivers become overwhelmed by the needs of their ailing loved one and sometimes begin to suffer from ill health themselves. This stress on the caregiver can lead to premature nursing home placement of the elderly loved one, even when the loved one could benefit from living at home.

Unduplicated clients  
269

Hours of service  
112,505

Hours of service per day  
454

### Adult Day Centers

Evergreen Day Center  
13945 Evergreen Ave  
Clearwater, FL 33762  
727-573-9444 ext. 2151

Largo Day Center  
11095 131st Street  
Largo, FL 33774  
727-593-1253



# Nutrition

## Meals on Wheels

There are thousands of frail, homebound elderly in Pinellas County with no family in the area as spouses and friends have died or live too far away to help.

Many elderly persons live on extremely low, fixed incomes and cannot afford to prepare meals that meet their nutritional needs. Many lack the skill and knowledge necessary to select well-balanced foods. Others have limited mobility to shop or cook.

Neighborly's Meals on Wheels program provides nutritious noon meals to those elderly in need. Hundreds of dedicated volunteers give their time and gasoline to deliver these meals directly to participants' homes. These daily visits are often the only contact the homebound participant has with the outside world.

**Together, we can deliver!**

Senior Dining clients  
1,030

Congregate meals served  
100,423

Average daily meals  
404

Unduplicated clients served  
2,076

Home-delivered meals  
278,764

Average daily meals  
1,150

Nutrition Counseling individuals  
380

Outreach  
2,519

## Senior Dining

The Neighborly Senior Dining program offers seniors a place to enjoy hot, nutritious meals and, sometimes even more important, a place to socialize with others. One can be a lonely number when it comes to dining. Many seniors live alone and hate the idea of cooking only for themselves. The Senior Dining program is more than just a meal. It's also a place where seniors can take part in fun activities and enjoy the companionship of other seniors. For eligibility requirements and more information, call 727-573-9444.

# Volunteers

For many of us, the most rewarding work we will ever do is for free. No matter what your age, volunteering gives you that feeling of accomplishment and joy. Sometimes we get a lot more by giving of ourselves, even though that was not the intended result.

Neighborly volunteers give their time, talent, and compassion to help seniors grow old with dignity and independence. A nutritious meal delivered with a friendly smile ... a call to a lonely, homebound senior ... a trip to the grocery store for those who cannot make the trip themselves. Volunteers do more than just offer their time. What may seem like a simple gesture of kindness is often a blessing for those who are less fortunate. By just listening to a story with renewed interest, a volunteer can lift a lonely senior's spirits immeasurably.

To volunteer your time, call 727-573-9444

## Hours provided by volunteers

Meals on Wheels  
29,584 (\$696,999)

Senior Dining  
12,359 (\$291,178)

Transportation  
1,816 (\$42,785)

Adult Day Care  
1,135 (\$26,740)

Total value of volunteer hours  
\$1,057,702  
(based on the national average of  
\$23.56 per hour)



# Transportation

Losing the ability to drive does not have to mean the loss of independence. We are all aware that driving skills decline as we age. If a senior must give up the keys, the emotional pain can be intense. For these people transportation is more than a ride—it means mobility and a degree of independence.

The professionalism and compassionate care the Neighborly Transportation staff show our clients each day is second-to-none. The “gentle hand” extended to a participant as they board the Neighborly bus is vital to the self-respect and dignity of our elder population. It truly enhances the continued wellness and independence of our senior neighbors.



Persons served	1,720
Number of one-way trips provided	125,013
Average number of trips per day	504
Average number of trips per client, per year	73

For eligibility requirements  
and  
more information, call:

727-571-4384

## Mission

*Improved health, wellness, and independent  
living for individuals and families*

## Vision

*Neighborly Care Network is a pioneer of innovative  
quality solutions that enhance our customers' way of life.*

*We are a leader in providing superior health,  
home and community-based services, education,  
consultation and support for wellness and self-directed care.*

## Values

Customer first	Integrity
Employees and volunteers valued	Team Building
Choice and self-determination	Maximization of resources
Creativity and innovation	Positive attitude
Cultural diversity	Trust and open communication
Dignity and respect	Value-added service
Empowerment and recognition	Responsiveness

PRESIDENT/CEO  
Debra Shade

2016 BOARD OF DIRECTORS  
CHAIR - Evelyn Bethell  
VICE CHAIR - Thomas Stepanovsky  
SECRETARY - Neil Brickfield  
TREASURER - Bertha Watts

DIRECTORS  
Gershom Faulkner - Karen Griffin  
Kimberly Jackson - Sheila Love  
David Metz - Sandra Wise

In 2016, Neighborly Care Network was partially funded by:



**Neighborly**  
care network

13945 EVERGREEN AVENUE | CLEARWATER, FLORIDA 33762

727-573-9444 | [www.Neighborly.org](http://www.Neighborly.org)





# PINELLAS COUNTY SENIOR HEALTH CARE RESEARCH PROJECT

A MARKET RESEARCH PROJECT AND REPORT PREPARED FOR  
**NEIGHBORLY CARE NETWORK** JUNE 27, 2016

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June 27, 2016

## **2016 NEIGHBORLY CARE NETWORK BENCHMARK POLL**

by Janey Burrell and Ryan Burrell

### **POLL HIGHLIGHTS:**

- 88.3% of likely voters think senior services should receive funds from state or local government.
- 81% of likely voters were upset to learn the dollar amount local government allocates to care and assistance programs for seniors.
- 67.7% of likely voters would vote yes for slight tax increase and 65.3% would be more likely to support a local or state leader in favor of increased funding.
- 79.3% had never heard of or had no opinion on the Neighborly Care Network.

### **EXECUTIVE SUMMARY**

Revily's new Pinellas County Poll finds that a large percentage of the voting population supports programs and services that the Neighborly Care Network provides to Senior Citizens. In addition, the 88.3% of likely voters believe government should help fund these services, and voters would support funding these programs through a tax increase.

When informed that local government funds less than \$100,000 annually for senior care services such as caregiver, transportation, and meals on wheels type services, 81% were very or somewhat upset with this amount of funding.

Furthermore, 77% believed that Government should fund these type of programs and 69.7% were in support of paying a slightly higher tax to help fund these types of services. The research showed that 79.4% supported a small sales tax increase while 60.8% supported an ad valorem tax. We must assume there is some question bias with respondents' understanding of a sales tax and understanding of an ad valorem tax. However, our experience in polling the statistically significant number to analyze here is the vast majority of people would support paying higher taxes regardless of the type of tax. Lastly, 65.3% would be more likely to support a local or state leader in favor of raising taxes to fund these types of senior care services.

One point to note is the support and willingness to pay additional taxes is contrary to the overall sentiment of government spending and taxes of most of the respondents. In fact, 63% believe that the government spends too much already, and 49% feel that they are taxed too much. That said, voters believe there is not only a specific need for these services in Pinellas County but there is a need to raise taxes to fund these services.

Another point that the research uncovers is that the Neighborly Care Network lacks an established brand and understanding from the public of what the organization does in Pinellas County. Almost 8 out of 10 (79.3%) respondents had no opinion or had never heard of the Neighborly Care Network. Similarly, there is limited knowledge and understanding of the Juvenile Welfare Board, with just over 7 out of 10 (70.7%) respondents having no opinion or never heard of that Organization.



However, once informed about the services and benefits Neighborly Care Network provides, specifically caregiver, transportation services and Meals on Wheels Programs, 81% of respondents then had a favorable view of Neighborly Care Network, with only 2.3% having an unfavorable view.

Another key insight is the difference between how voters felt about local government vs. the state legislature's ability to spend taxpayer funds. The difference, 58% local vs. 26.7% state, reveals the sentiment that local government is more connected to communities values, needs and problems and is better suited to handle spending taxpayer dollars.

Of interest to the Neighborly Care Network, 49% of Pinellas County is over the age of 55 and from the poll respondents nearly 1 in 3 people (30.3%) are currently caregivers or will be in the next 5 years for a Senior. These facts point towards an increased need for programs and services provided to the County's elderly citizens.

When discussing the overall state of healthcare, overwhelmingly the cost of health insurance was indicated, 21.3%, as the most urgent problem facing this country and 69% were dissatisfied with the total cost of Healthcare in this country. Even with these high numbers, 51% felt that the general quality of healthcare in this country was excellent or good.

Upon review of the Neighborly Care Benchmark survey, the Revily team believes the results provide an accurate snapshot of the sentiment of the voting population. Furthermore, the results serve as a platform for strategic decision making by the Neighborly Care Network and their partners.

## DEMOGRAPHIC BREAKDOWN OF RESPONDENTS

### GENDER

- 54% Female
- 46% Male

### AGE RANGE

- 35% 66+
- 27% 56-65
- 21.3% 46-55
- 11.0% 36-45
- 2.3% 26-35
- 1.3% 18-25

### REGISTERED PARTY

- 38% Registered Republicans
- 39.7% Registered Democrats
- 18.3% Independents

### POLITICAL IDEOLOGY

- 36.3% Conservative
- 24.3% Moderate
- 29.3% Liberal
- 10.0% Unsure / Refused

### CAREGIVER STATUS

- 30.3% Current or Upcoming Caregiver
- 64.7% Not a Caregiver
- 5.0% Refused

## METHODOLOGY:

Revily conducted live telephone interviews (95% landline / 5% cellphone) to 300 likely voters from June 18th to 20th in Pinellas County, FL with a margin of error of +/- 4.8% at a confidence interval of 90%. The sample reflects voter turnout in Pinellas County for the 2014 General Election. This stratified sample of 2014 General Election voters was used because it reflects most accurately the voting population in a non-presidential year election.

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# Neighborhood Care Network Local Tax Initiative

Prepared by:

Arduin, Laffer & Moore Econometrics

February 22, 2017



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## Overview

Neighborhood Care Network (NCN or Neighborhood) is a 501(c)(3) nonprofit organization of dedicated employees and volunteers whose mission is to improve health, wellness and independent living for individuals and families. Neighborhood provides quality home and community-based services designed to meet the growing essential needs of persons over the age of 60. Through Adult Day Care (ADC), nutrition, and transportation services, Neighborhood allows its clients to continue to live at home, while also ensuring caregivers' peace of mind and the ability to remain employed.

Neighborhood has succeeded in surpassing other local service providers in its ability to take narrowing and considerably variable funding sources in order to provide as many services as possible. However, Neighborhood continues to serve only a small portion of persons age 60 and older in Pinellas County, and will be pressed thin as today's baby boomers age over the next 30 years. The growth of persons age 60 and older as a share of total population in Pinellas County is expected to grow from 30.9% in 2015 to 38.8% in 2045, outpacing not only the U.S., which will see this share grow from 20.8% to 27.3%, but Florida as well, which will witness its share grow from 25.1% to 31%.

The strain resulting from this rapid growth will not only be felt directly by the elderly population, whose needs will come to greatly outweigh available resources, but will also dramatically affect caregivers, who are often unpaid family members that are caught between providing for their aging loved ones as well as younger members of the family.

Pinellas County should work towards establishing a locally dedicated source of funding to move its community forward to serve both its aging population and the growing population of caregivers. The need for this proposed funding source is explained in this report.

## Neighborhood History

Neighborhood Care Network (NCN) is dedicated to improving the lives of older persons in need of home and community-based services who reside in Pinellas County, Florida. Founded in 1966, Neighborhood has been providing quality services to senior residents of Pinellas County for over 50 years. The first program was funded in 1967 through the Older Americans Act (OAA) and provided basic support services to area residents.

One year later, Neighborhood expanded to include the first federally funded Meals on Wheels (MOW) program and one of the first Adult Day Care (ADC) centers in the nation. Today, they operate two ADCs and nine Senior Dining Sites, as well as provide free and pay-for-service transportation options for seniors in the Pinellas County area.

## History and Governance of Aging Programs at the Federal, State and Local Levels

As summarized in the "2017 Summary Plan Document" for the Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP),<sup>1</sup> the aging network encompasses many different state and national organizations dedicated to assisting elders to lead independent, meaningful, and dignified lives in their own homes and communities as long as possible.

The Older Americans Act (OAA) of 1965 established the Administration on Aging (AoA) within the Department of Health and Human Services (HHS) to administer grant programs and serve as a federal focal point for matters concerning elders. In 2012, HHS created the Administration for Community Living (ACL). In addition to the AoA, the ACL includes the efforts of the Office on Disability and the Administration on Developmental Disabilities.

The Older Americans Act also authorized states to create a State Unit on Aging to serve as the focal point for all activities related to the needs and services for elders. The Department of Elder Affairs (DOEA), created in 1991, is the designated State Unit on Aging for Florida and administers the state and federally funded programs for seniors, including:

- Community Care for the Elderly (CCE)
- Older Americans Act (OAA)

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<sup>1</sup> "2017 Summary Plan Document," Area Agency on Aging of Pasco-Pinellas, Inc., 2016.  
<http://agingcarefl.org/wp-content/uploads/2013/03/AAAPP-2017-Summary-Plan-Documents-Final.pdf>



- Alzheimer's Disease Initiative (ADI)
- Emergency Home Energy Assistance (EHEAP)
- Home Care for the Elderly (HCE)

At the local level, these programs are administered by the Area Agency on Aging (AAA) for the respective county.

To meet the challenges associated with Florida's growing elder population, the DOEA identified the following goals in the Florida State Plan for fiscal years 2017-2020, all of which Neighorly has played an active and successful role in meeting:

**Goal 1: *Information and Access*** – Enable older people, individuals with disabilities, their families, and other consumers to choose and easily access options for existing mental and physical health, and long-term and end-of-life care;

**Goal 2:** Provide medical and home and community based services to enable individuals to maintain a high quality of life for as long as possible, including supports for family caregivers,

**Goal 3: *Health and Wellness*** – Empower older people and their caregivers to live active, healthy lives to improve their mental, behavioral, and physical health status,

**Goal 4:** Ensure that the legal rights of older people are protected and prevent their abuse, neglect and exploitation,

**Goal 5:** Promote planning and collaboration at the community level that recognizes the benefits and needs of its aging population,

**Goal 6:** Maintain effective and responsive management.

The State Plan serves as a foundation for The Area Agency on Aging (AAA), which works in partnership with the DOEA and has an active role in local level planning and responsibilities concerning strategic issues identified by the DOEA and the AoA.

Area Agencies on Aging were created in 1973 to plan and implement social service programs for seniors at the local level. In Florida, the DOEA divided the state into 11 local Planning and Service Areas (PSAs) and designated 11 AAAs with the responsibility of planning and coordinating resources in each local service area. As of 2016, all of Florida's AAAs have transitioned to Aging and Disability Resource Centers (ADRCs), which have expanded their service to include at least one disability population. Local service providers, like Neighorly, are a key component in the aging network—they are the center of action and are in direct "one-to-one" contact with consumers. Florida service providers translate dollars into tangible services for seniors through contracts with the DOEA.

The Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP), a designated Aging and Disability Resource Center (ADRC), was incorporated and received its 501(c)(3) designation in 2000. It is one of 11 AAAs statewide and one of over 600 nationwide established by Federal Law to implement social service programs for elders at the local level. The AAAPP also provides Information & Referral/Assistance services to seniors, caregivers, and adults aged 18+ with any type of disability and increases their access to community services, including Medicaid Long-Term Care.

As a result of federal and state legislation, the AAAPP became one of the first three area agencies federally designated as an ADRC in 2005, with an initial focus to serve adults with severe and persistent mental illness. During 2010, the AAAPP received an Expansion Grant from the Administration on Aging through the Department of Elder Affairs to provide information, education, and options counseling to developmentally disabled individuals aged 50+ and their caregivers aged 60+.

The AAAPP continues to develop and refine a comprehensive aging service network to help older persons lead healthy and independent lives in the Pasco-Pinellas community.

Functions of the Area Agency on Aging are to:

- Plan, develop, fund, and provide a comprehensive and coordinated service delivery system to meet the needs of the older persons residing within the Planning and Service Area.
- Enter into contracts and vendor agreements with local service providers to furnish services at the community level.

- Serve as an advocate and focal point for the elderly within the community by monitoring, evaluating, and commenting on all policies, programs, and community actions that will affect the elderly.
- Monitor and evaluate the effectiveness and efficiency of service providers; provide opportunities for community input on agency policies, procedures, and funding allocations; and coordinate with other service agencies to facilitate service delivery and access to the elderly.

## Neighborhood Services for the Elderly Community

Neighborhood's history of efficiently providing quality adult day care, meals and transportation to the Pinellas County elderly population has allowed it to withstand the variable nature of its federal, state, and local funding sources while avoiding any gaps in care.

Neighborhood has also consistently demonstrated excellence in meeting all service qualifications identified in the Florida DOE Program and Services Handbook, as well as all statutes, regulations, and standards, which has been demonstrated through successful monitoring, quality assurance, customer service, and compliance. Over the past 50 years in the Pinellas community, Neighborhood has also demonstrated its exceptional ability to partner with community centers, faith-based organizations, and partners both in and around the community that serves the elderly population, focusing on serving those seniors with the greatest economic and social needs.

Neighborhood currently has five separate programs, which include:

### **Nutrition**

<i>Senior Dining/Congregate Meals</i>	9 sites
<i>Meals on Wheels (MOW)</i>	77 hot and frozen routes
<i>Nutrition Counseling and Education</i>	

### **Adult Day Care (ADC)**

2 sites

### **Transportation**

22 vehicles provide services daily

*EZ Ride*

7 vehicles

### **Pharmaceutical Services**

On-site pharmacy

These programs are served with approximately 97 dedicated staff and over 400 volunteers.

### 1. Nutrition

#### a. Senior Dining/Congregate Meals

In order to better serve its seniors efficiently and reasonably, Neighborhood provides congregate meals that are in compliance with all federal, state, and local food safety and nutrition-related requirements, as shown through monitoring and compliance in meeting standards. Each senior dining site is staffed by well-trained, experienced personnel. These dining sites are supervised by a Florida licensed Dietitian, who meets all provider requirements as specified.

Regulations require that Senior Dining services meet the following qualifications:

- Ability to provide meals efficiently and reasonably.
- Provide assurance that the organization will maintain efforts to solicit voluntary support and not supplant non-federal funds.
- Contracts awarded through a competitive solicitation process that includes evaluation of experience in providing services to older persons.
- Persons qualified by training and experience shall be designated to provide the services in accordance with federal, state, and local food handling and food safety requirements.

#### b. Meals on Wheels



Neighborhood provides both hot and frozen home delivered meals through the use of its Meals on Wheels (MOW) program, which delivers meals to the homes of recipients at least once a day, five days a week. These home delivered meals meet all federal, state, and local food safety and nutrition related requirements.

Home delivered meals differ from Congregate Meals in that they can be both hot and frozen meals. Frozen meals must be heated up by the MOW recipient at home—thus, recipients of frozen meals are evaluated in order to verify both physical and mental ability in heating up delivered meals. Given that the demand for home delivered meals outweighs current resources, Neighborhood evaluates all potential recipients in order to determine need, giving particular emphasis to those with the greatest economic or social need.

Well-trained volunteers and staff members deliver nutritionally sound meals to the homes of homebound and frail elders who are at a high nutritional risk, as well as at “risk for institutional placement.” Over the years, the hundreds of impressive and dedicated volunteers that deliver these meals to elderly homes make a considerable difference in its ability to deliver meals more efficiently and reasonably. Neighborhood seeks to avoid the use of paid drivers unless needed, and routes are constantly reconstructed for cost efficient maximization.

The services and provider qualifications required to serve the senior population include:

- Ability to deliver meals to the participants’ home efficiently and reasonably.
- Provide assurances that the organization shall maintain efforts to solicit voluntary support and not supplant non-federal funds.
- Provider shall be awarded home delivered meal agreements through a competitive solicitation process that includes evaluation of experience in providing services to older clients.
- Persons qualified by training and experience shall be designated to provide the services in accordance with federal, state and local food handling and food safety requirements.

### c. Nutrition Counseling and Education

Neighborhood has a nutrition counselor on site, which by law must be one of the following:

- A Florida licensed dietitian and/or licensed registered dietitian, OR
- A registered dietetic technician under the supervision of a Florida licensed dietitian and/or licensed registered dietitian.

The Nutrition Counselor conducts a comprehensive nutrition assessment in order to evaluate participants’ nutritional needs and develops a nutrition care plan in accordance with Chapter 64B8-43, Florida Administrative Code.

A licensed dietitian receives referrals for nutritional counseling from both the Senior Dining and the MOW program. The referrals are prioritized by greatest nutritional need as indicated by their nutritional risk score and as funding allows. The clients are then assessed utilizing a nutritional assessment. A nutritional care plan is developed in accordance with Chapter 64B8.

Educational content is also provided for elderly individuals, which is developed, coordinated, and approved by a licensed dietitian. Neighborhood provides nutrition education for all of our clients, both Home Delivered Meals and Senior Dining. There are a variety of topics covered in each training session that are related to food, nutrients, diet, lifestyle factors, and health and community resources. Nutrition education provides accurate and culturally sensitive information to all senior diners and MOW recipients monthly.

### d. Nutrition Risk Reduction

Neighborhood utilizes a licensed dietitian in order to conduct a Nutritional Assessment and Evaluation of clients identified as being at high risk of malnutrition. The dietitian works with at risk individuals in order to develop and implement a Care Plan, which includes follow-up visits to participating individuals in order to ensure positive progression in nutritional recovery. The Nutrition Risk Reduction service is offered as a private pay option, with a fee of \$50 per hour.

## 2. Adult Day Care (ADC)

As defined by the DOEA, Adult Day Care is a program of therapeutic, social and health activities and services provided to elders who have functional impairments. Services are provided in a protective, community-based

environment. Neighborhood has provided ADC services to the Pinellas County community since 1968, helping to keep frail elders out of nursing homes by providing care and socialization.

Neighborhood ADC sites are staffed with licensed nurses and trained experienced staff, and has been a viable solution for elders, family members and caregivers to provide daily care to those who are unable to care for themselves since 1968. Neighborhood currently admits individuals based on those with the greatest social, economic and health needs, and as funding permits.

By providing medical management, individualized care planning, nutritious meals, socialization, and therapeutic activities, 96% have said that ADC services have enhanced the lives of participants. Customer surveys have reported that 52% believe Neighborhood ADC services have helped prevent institutionalization.<sup>2</sup>

Each day care center at Neighborhood provides a program of varied activities and services promoting and maintaining the health of participants and encouraging leisure activities in a safe environment. Staff members with specialized training in Alzheimer's disease and related dementia disorders supervised by Florida licensed nurses provide daily care and support. Individualized care planning is provided with a multidisciplinary team of social services, nursing, activities, and program assistants. Health education and counseling is provided along with medication monitoring under the supervision of a licensed nurse.

The friendly safe environment of Neighborhood's Day Care Centers, nutritious meals, and therapeutic activities helps increase functioning and socialization for participants. Like the community environment that it is, the participant receives excellent observation each day by several different members of a team trained in different disciplines who understand, care about, and know their participants. These daily observations, along with the efforts of the participant and caregiver can lead to more positive health solutions in a home-like environment.

### 3. Transportation

Neighborhood provides free transportation services to all senior adults age 60 or older using available federal, state and local funding. Drivers are trained to competently and courteously handle special needs passengers, such as those who are visually or hearing impaired, or those who use canes, walkers or wheelchairs, and are trained in basic CPR in case of emergency.

Neighborhood's free transportation services are a vital service for the elderly population, who may otherwise be unable to reach medical appointments and grocery or other shopping needs. Services must be requested one week in advance and are provided using buses that can accommodate as few as one individual or groups with at least six riders to the following locations:

Doctors' Appointments	Senior Dining Facilities
Shopping (Grocery, Household, etc.)	Adult Day Care Facilities
Group Activities	

In addition to its free bus transportation option, Neighborhood offers EZride. Available exclusively to people who are 65 or older, or those 55 or older who are disabled, EZride provides a private pay option for individuals who cannot currently be serviced by Neighborhood's traditional transportation services due to limited funding. The program helps meet the increasingly urgent need of elderly individuals who are no longer able to drive and find that traditional public transportation is either inconvenient or too expensive. The annual membership fee for EZride is \$25, with operational hours between 8AM-6PM, Monday through Saturday. Trips must be reserved 48 hours in advance, and cost includes pickup plus a mileage charge at a reduced rate.

### 4. Pharmaceutical Services

Since 2004, Neighborhood has offered an on-site pharmacy, which carries a full formulary of drugs (both generic and brand name) that are offered at below existing market prices, helping to provide elderly individuals age 60 or older convenient and essential access to required medication. While the pharmacy does not take private insurance, the pharmacy charges only the amount incurred for acquiring the drugs, eliminating what can be prohibitive market upcharges. Additionally, the pharmacy offers delivery for those who are unable to directly visit the pharmacy for a small fee.

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<sup>2</sup> Survey results of May 2016.

# Neighborhood Funding Streams

## Current Neighborhood Funding Streams and Populations Served

The federal Older Americans Act provides the legislative and funding basis for this system of services. In Florida, state funds are added to enhance the service network. Both federal and state funds for aging services are distributed to the AAAPP by the Department of Elder Affairs.

Under OAA, priority is given to those elderly individuals with the greatest social and economic need, minority and low-income minority individuals, individuals residing in rural areas, low-income minority limited English proficiency, older individuals at risk of institutional placement, and older individuals with limited English proficiency. With the Department of Elder Affairs providing oversight, the Area Agency on Aging (AAA) was designated by the state to address the concerns of the elderly within their PSA. The primary goals of the AAA will be to continue creating multi-year plans for community-based services which meet the needs of older persons, provide information and policies that may affect older individuals, advocate for the improvement of services, contract and monitor state and local funding.

Neighborhood services are provided to the following populations using the following federal, state, and local funding sources:<sup>34</sup>

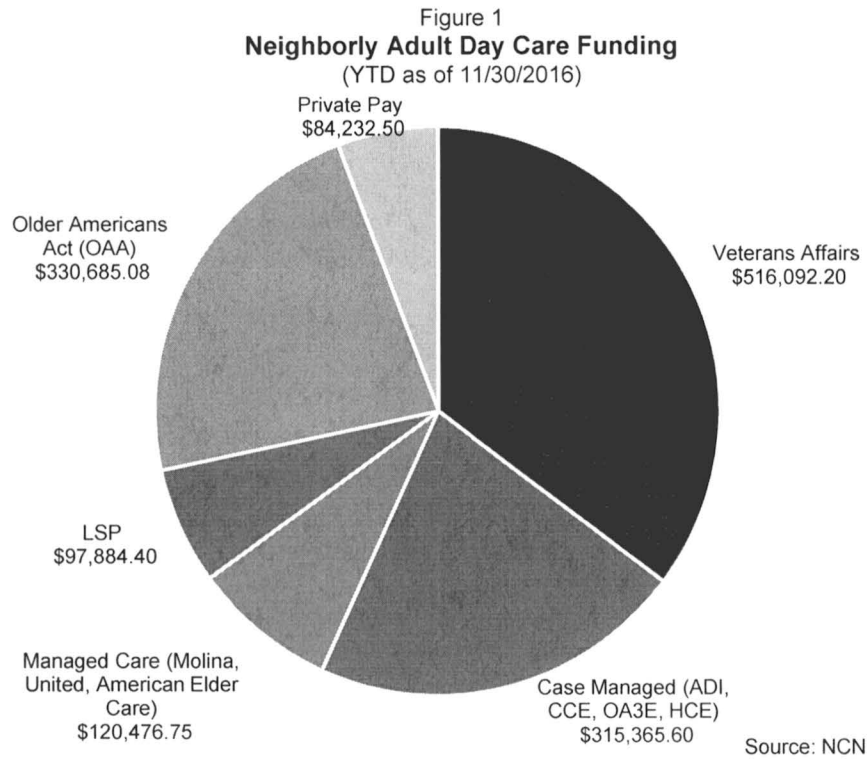
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<sup>3</sup> Note that population data are estimates—due to the nature of the services and that the population served is not required by law to provide demographic information, it is often difficult to obtain exact counts of population by demographic factors.

<sup>4</sup> In order to receive federal funding, Neighborhood is required to match 10% of federal funds. This 10% match is comprised of county contributions, donations, with some providers using volunteer hours as well. Pinellas County currently provides Neighborhood with \$96,000 per year towards this 10% match effort—neither this contribution, nor donations are included in our analysis of current funding sources.

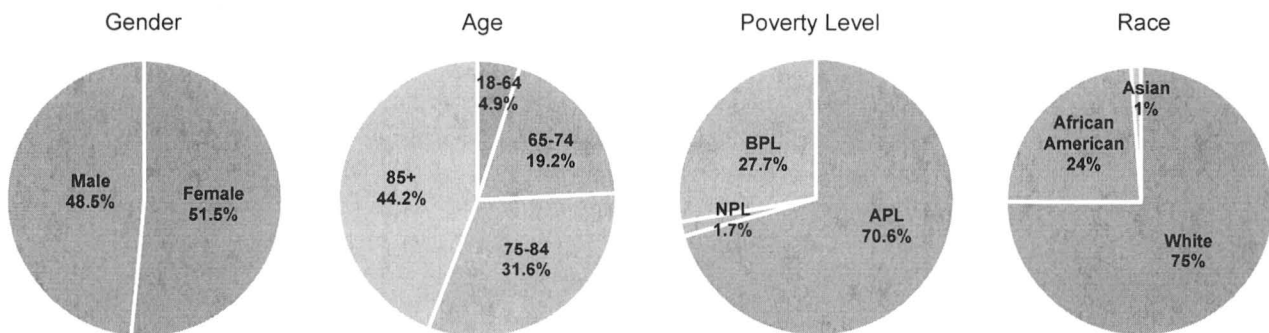


## Current Adult Day Care Funding and Population Served



**Total Neighborhood ADC Funding** (through 11/20/2016)  
**\$1,464,737**

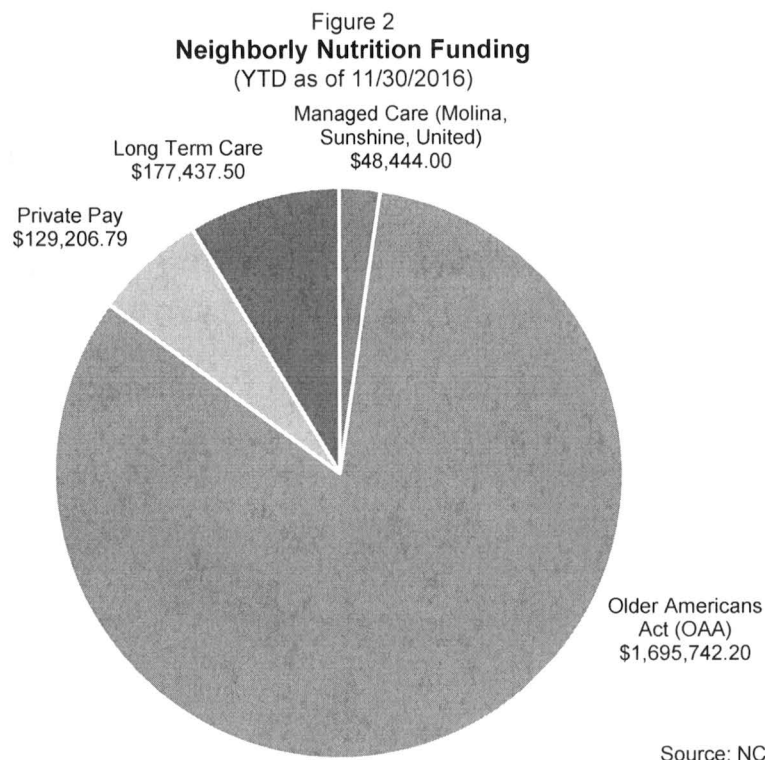
### Populations Served: Demographic Statistics (annual average, data are monthly through 11/30/2016)



### Overall Services for 2016 (through 11/30/16)

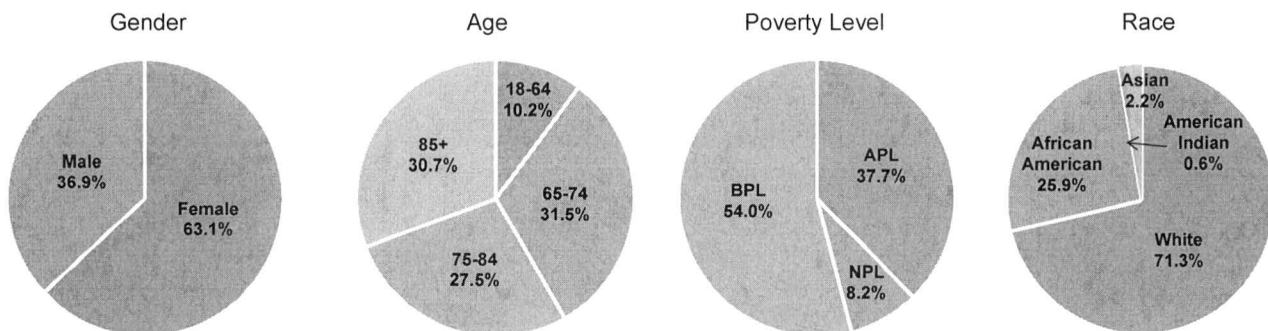
Total Hours	103,534.3
Average Monthly Clients	200

## Current Nutrition Funding and Population Served



## Total Neighborhood Nutrition Funding (through 11/20/2016) **\$2,050,830**

### Populations Served: Demographic Statistics (annual average, data are monthly through 11/30/2016)

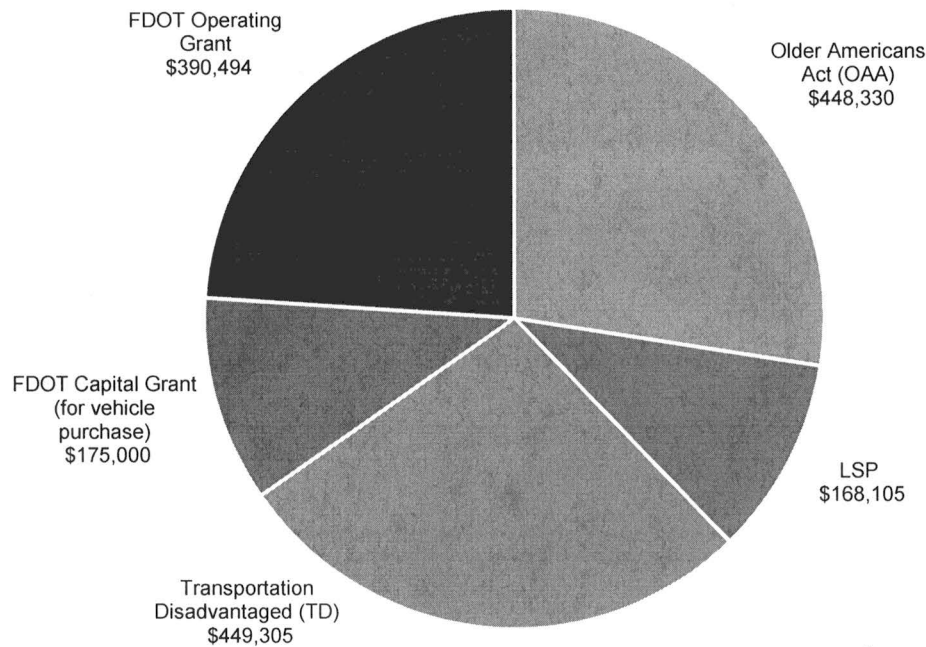


### Overall Services for 2016 (through 11/30/16)

Total Meals	339,275
Average Monthly Clients	2,202

## Current Transportation Funding and Population Served

Figure 3  
**Neighborhood Transportation Funding**  
(YTD as of 11/30/2016)



Source: NCN

## **Total Neighborhood Transportation Funding** (through 11/20/2016) **\$1,631,244**

OAA funding specifies the number of trips per month. Since the Transportation for the Disadvantaged (TD) funding and OAA run on fiscal years which are not the same, the Transportation Department maximizes OAA trips and then when that funding dwindles, clients are shifted to TD in order to continue the revenue stream without gaps in service.

Florida Department of Transportation (FDOT) funding is applied to operating expenses and the acquisition of vehicles. These include the maintenance of the vehicles and payroll of drivers.

Transportation of clients to our day care centers, which is not directly billed under OAA funding, is billed to the Adult Day Care program internally.

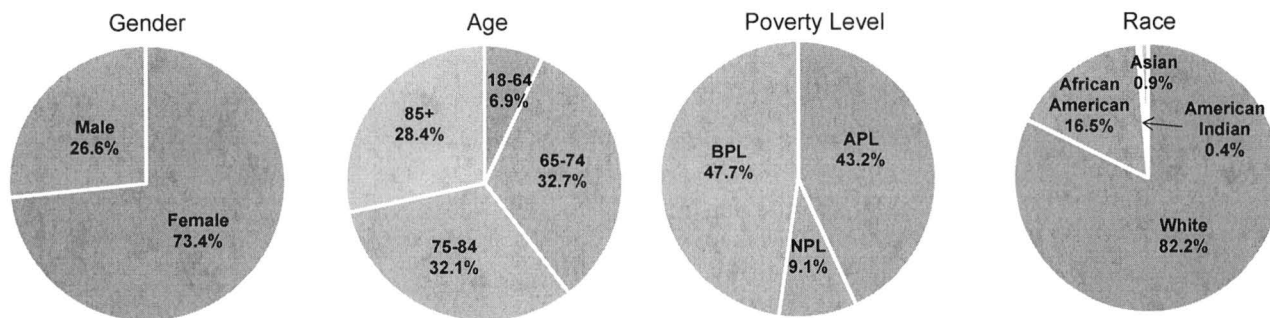
Other, smaller funding sources include:

- Private Pay Group funding where a facility like an apartment complex hires our transportation services to take a number of elders on group trips for shopping, entertainment, etc.
- Subcontracting, where we provide transportation services under contract to other entities who have their own funding contracts (usually from HMOs).
- EZRide, which is a subscription program we initiated to carry elders much like a taxi service, however with drivers who are trained in CPR and elder issues.



### Populations Served: Demographic Statistics

(annual average, data are monthly through 11/30/2016)



### Overall Transportation Services for 2016

(through 11/30/16)

Total Trips	96,069
Average Monthly Clients	1,310

## Local Funding Initiative

### Needs and Proposal Statement

#### Needs Assessment Survey

In order to assess demand of proper care and services, the Department of Elder Affairs conducted a statewide survey in 2010 to measure elder Floridians' needs and identify their demand for supporting services. The survey identified gaps in the service delivery system, including living situation, self-care, limitations, nutrition, housing, healthcare, and other matters especially affecting the geriatric population.

Overall, the Needs Assessment Survey found that more elders are living alone, have poorer nutrition, have more problems with their home, and are less employed. In addition to identifying a high need among those living alone with self-care limitations, the survey found that many elders had not benefited from senior center attendance, where they could have enjoyed access to information and services, meals, transportation, and the company of other elders. In particular, minority respondents were more likely to report needing help with activities of daily living (ADLs) and instrumental activities of daily living (IADLs).<sup>5</sup> Low-income elders—defined by those elders with incomes of \$20,000 or less per year—reported the highest prevalence of living alone, in effect making the need for help with personal care tasks more difficult to meet.

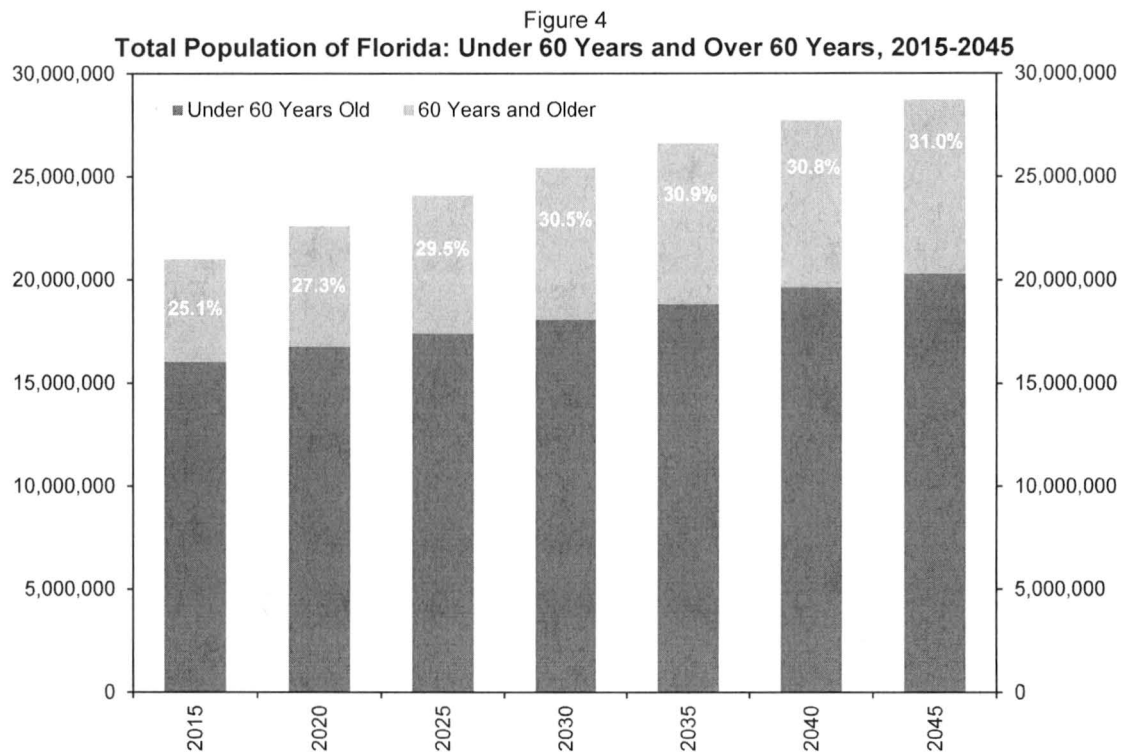
As demonstrated earlier in this report, Neighborhood has worked throughout the years to provide as many resources as possible for Pinellas County's elderly population, while also furthering the DOEA's mission of keeping individuals in their own homes and communities. Provisions of home and community-based services helps frail elders stay in their homes and saves state resources. The Florida State Plan on Aging advises that community funded services resulted in a cost avoidance of more than \$1 billion for nursing home care. The average annual cost to Medicaid per client in a nursing home in fiscal year 2010-2011 was \$61,360. The average annual cost in the same year for the DOEA to serve a client in home and community-based services ranged around \$3,984.

<sup>5</sup> "Activities of daily living (ADLs) are basic self-care tasks, akin to the kinds of skills that people usually learn in early childhood. They include feeding, toileting, selecting proper attire, grooming, maintaining continence, putting on clothes, Bathing, walking and transferring (such as moving from bed to wheelchair)." These activities contrast with Instrumental activities of daily living (IADLs), which "are the complex skills needed to successfully live independently. These skills are usually learned during the teenage years and include the following: Managing finances, Handling transportation (driving or navigating public transit), Shopping, Preparing meals, Using the telephone and other communication devices, Managing medications, Housework and basic home maintenance." Source: <https://www.caring.com/articles/activities-of-daily-living-what-are-adls-and-iadls>

However, the ballooning demand for services that meet the needs of the county's elderly population greatly exceeds current funding sources, a problem that is expected to exacerbate as the baby boomer population ages over the next 30 years.

### Growing Elderly Population

Florida is the third most populous state in the U.S. with 19.5 million residents. Most importantly for our purposes, over 4.9 million of those calling Florida home are age 60 or older as of 2015 (Figure 4).



Source: Bureau of Economic and Business Research

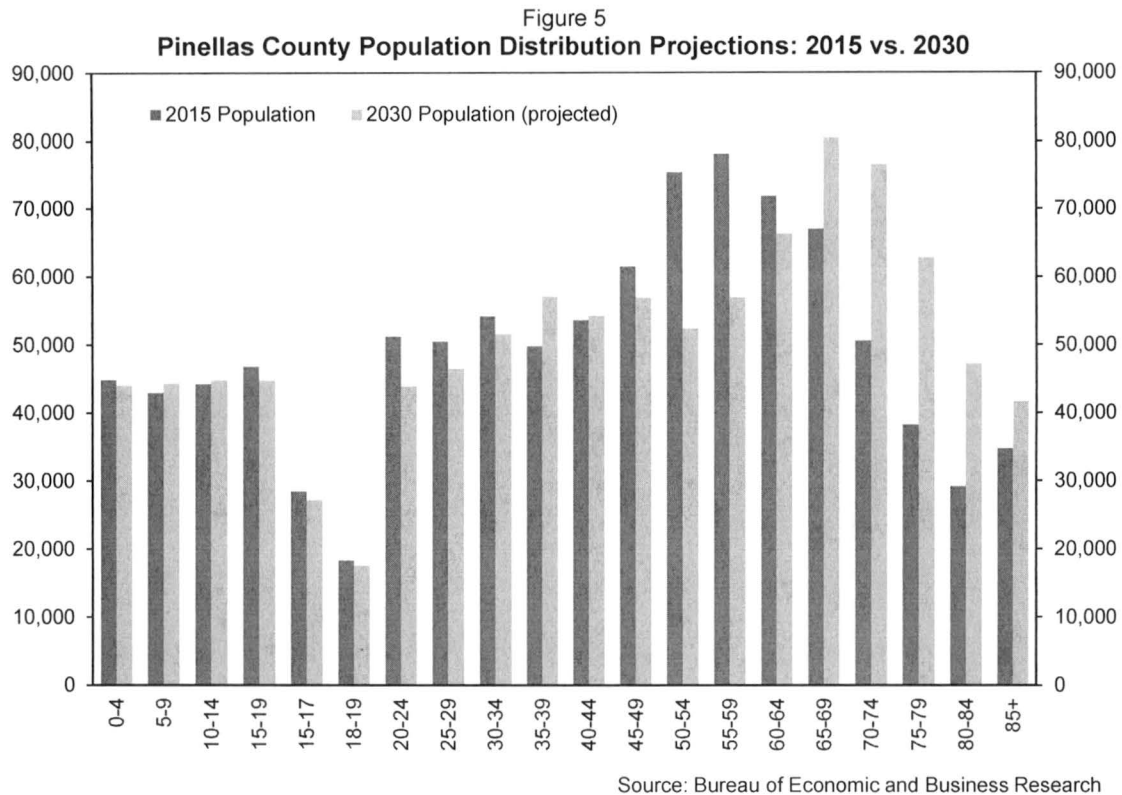
Florida has the highest percentage of elder residents of any state in the nation. As of 2015, 25% of Florida's population is 60 years or older, and this percentage is expected to grow to 31% by the year 2045 as baby boomers enter into retirement over the next two decades, creating a significant need for resources and planning.

In light of this trend, Pinellas County is expected to witness considerable growth in its elderly population as well. Pinellas has a large population of individuals aged 60+—a little under 292,000 in 2015—comprising 30.9% of the county's total population, which is a great deal higher than the elderly share of Florida's overall population.<sup>6</sup> In addition, there are 41,200 of the 60+ population with at least one type of disability, as well as a minority population of 33,772, or 11.6% of the county's 60+ population.<sup>7</sup>

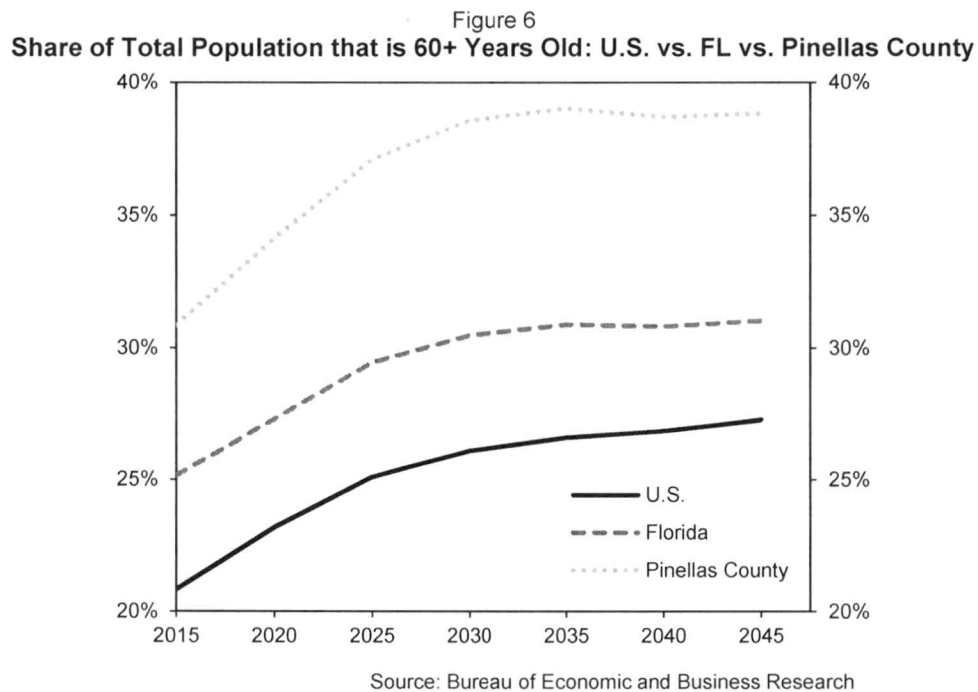
As the baby boomer population ages, the distribution of age in Pinellas County will bias more and more toward the elderly (Figure 5). In fact, Figure 2 shows that populations for most age cohorts below 65 years will fall over the next decade and a half, but that population for age cohorts 65 years and older will grow rapidly.

<sup>6</sup> "2015 Profile of Older Floridians," Florida Department of Elder Affairs.  
[http://elderaffairs.state.fl.us/doea/pubs/stats/County\\_2015/Counties/Pinellas.pdf](http://elderaffairs.state.fl.us/doea/pubs/stats/County_2015/Counties/Pinellas.pdf)

<sup>7</sup> Per the Department of Elder Affairs, Total Minorities = (60+ Population) – (White Non-Hispanic 60+)



The group of individuals age 60 and older is expected to rise faster in Florida and Pinellas than the U.S. as a whole (Figure 6). In the figure below, note just how much higher the elderly share of the population is in Pinellas County than Florida as a whole.



In summary of Figures 4, 5 and 6, not only does Florida have a great deal more people over 60 years old as a share of its population than the rest of the nation, but Pinellas County has an especially high share of 60+ residents



when compared to Florida statewide, which is expected to grow rapidly compared to Pinellas County's total population in the decades ahead.

Furthermore, in addition to the number and percentage of elders projected to increase in the coming years, today's seniors are also living longer. By 2040, life expectancy at age 65 is estimated to be between 23 and 26 years—the need for long-term services will therefore rise substantially. Public health and long-term care programs must be well funded to maintain the care and services available to elders in need.

## Funding Shortfall Analysis

Table 1  
2015 Pinellas County Population vs. 2015 Unduplicated Clients Served by Neighborhood Services<sup>8</sup>

	60-64	65-74	75-84	85+
<b>Total Population (Medicaid Ineligible)</b>	<b>65,383</b>	<b>103,807</b>	<b>62,911</b>	<b>31,904</b>
<b>ADC as a Share of Population</b>	<b>0.01%</b>	<b>0.04%</b>	<b>0.12%</b>	<b>0.34%</b>
<i>ADC Total Clients</i>	6	45	76	109
<b>Nutrition as a Share of Population</b>	<b>0.39%</b>	<b>0.82%</b>	<b>1.17%</b>	<b>2.54%</b>
<i>Nutrition Total Clients</i>	256	847	734	810
<b>Transportation as a Share of Population</b>	<b>0.17%</b>	<b>0.53%</b>	<b>0.89%</b>	<b>1.49%</b>
<i>Transportation Total Clients</i>	108	546	560	476

In the following sections, we provide an estimate of the costs to provide each of Neighborhood's services to persons age 60 and older, excluding those individuals who are eligible for Medicaid. However, it is important to note that these estimates do not incorporate distinctions between individuals who are functionally impaired or of differing age levels, races, poverty levels, or genders. Further study is recommended for the purposes of establishing a need determination based on ability and income so as to ensure that services are provided most effectively across the Pinellas County elderly population.

## Adult Day Care

In order to evaluate the funding shortfall currently witnessed by Neighborhood in its ability to provide Adult Day Care services, we must first look at the total cost amount spent by Neighborhood in providing ADC services. We have estimated this amount for 2015 using the total number of hours recorded by Neighborhood for ADC and the hourly rate that is negotiated between Neighborhood and the OAA.

$$\text{Total Cost} = \text{Total ADC Hours Estimate} * \$14.44 \text{ OAA rate for ADC}$$

**2015 Estimate: \$1,661,188**

Next, we must look at the total amount that would be needed in order to service increasing shares of the Medicaid ineligible elderly population of Pinellas County, dividing the elderly population into four age subgroups: 60-64, 64-74, 75-84, and 85+.

In the following tables, we have calculated the cost of servicing each age subgroup of the population in Pinellas County, historically looking at last year's reported population figures, as well as utilizing projected populations and Medicaid enrollment in order to capture the ballooning of the elderly population.

The total cost was calculated by the following equation:

<sup>8</sup> Note that clients move in and out as active service recipients frequently, which makes it difficult to calculate a definitive number of clients in each program over time. The counts included in Table 1 are unduplicated per federal regulations that require census reporting, meaning that a client may receive ADC services over multiple days, weeks, or months but only be counted once.

$$\text{Total Cost} = [\text{Age Subgroup Population}] * [1 - \text{Percentage of Subgroup Eligible for Medicaid}] * [(\text{OAA Hourly ADC Rate}) * (8 \text{ Hours}) * (2 \text{ Days}) * (52 \text{ weeks})]^9$$

Per DOEA assumptions, the calculations project a 4% annual increase in OAA rates. For 2015, the hourly rate for ADC services was \$14.44.

### Cost of Adult Day Care for Pinellas County 60+ Population By Age Subgroup and Share of Medicaid Ineligible Population Served

Figure 7  
Ages: 60-64  
(millions of current dollars)

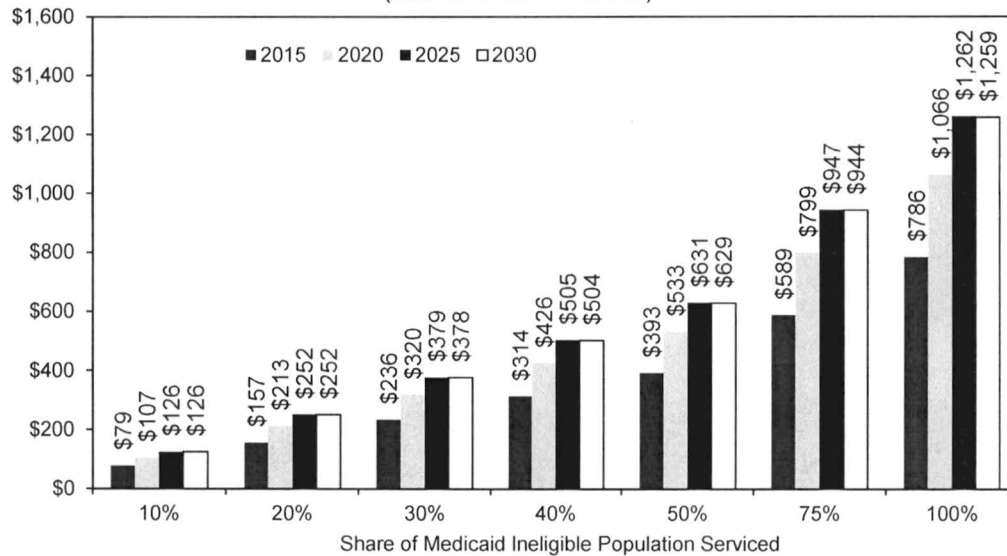
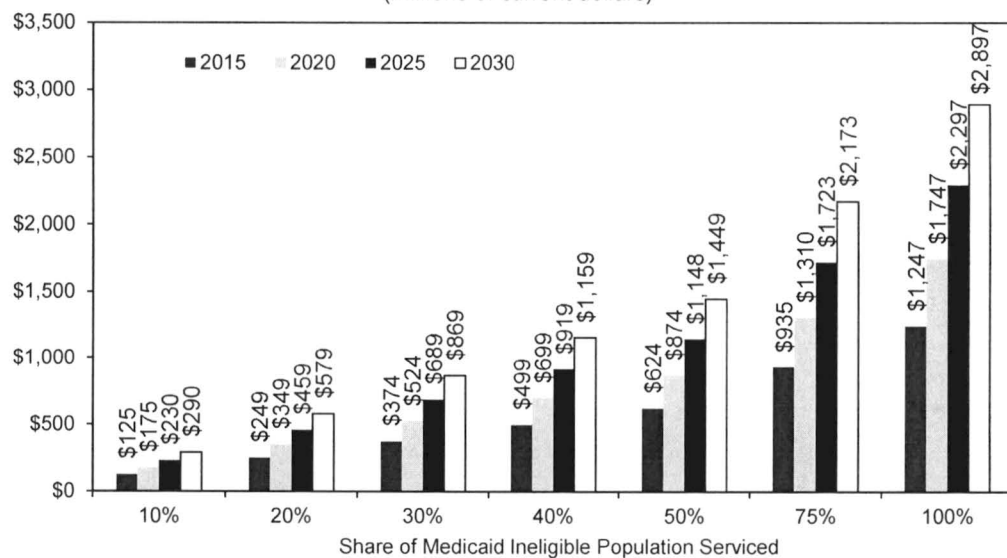


Figure 8  
Ages: 65-74  
(millions of current dollars)



<sup>9</sup> For the purposes of our analysis, we use only the OAA rate in order to provide a cost estimate for ADC services.

Figure 9  
Ages: 75-84  
(millions of current dollars)

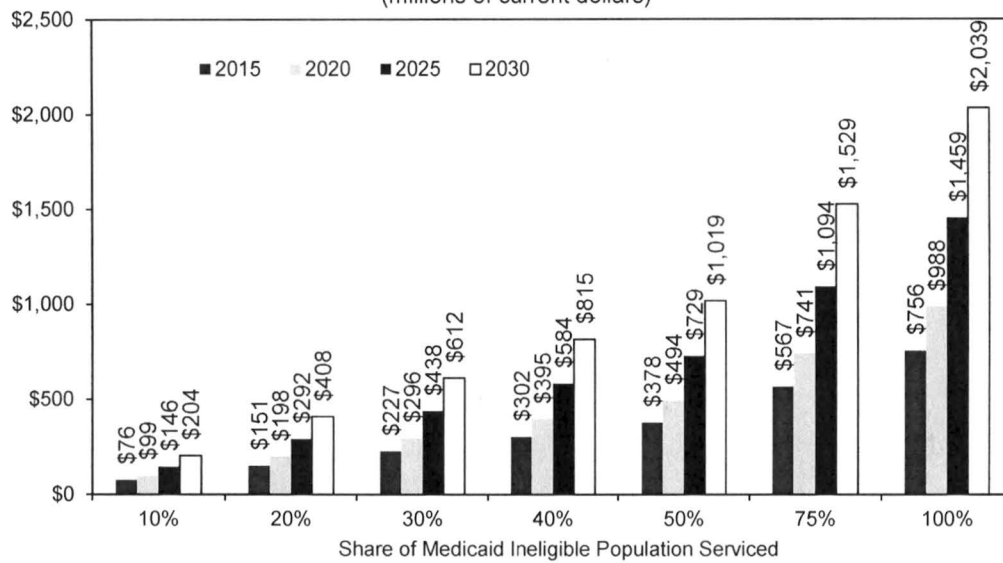
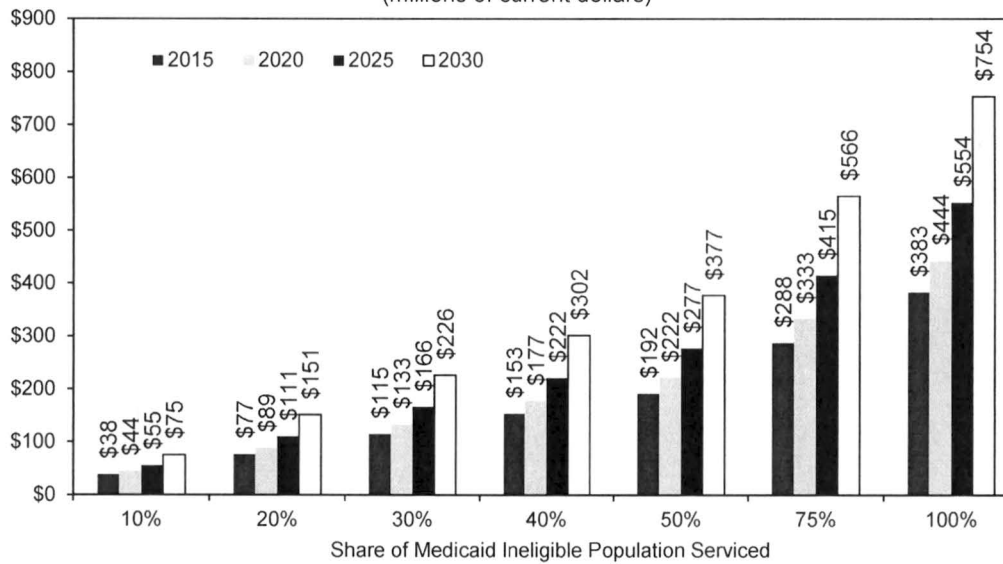


Figure 10  
Ages: 85+  
(millions of current dollars)





In an effort to demonstrate the strain that will be created by the aging of the baby boomer population without the effects of inflation or other influences of changing economic factors, the following table includes expected costs but keeps the ADC rate constant at the 2016 rate, or \$15.02.

Table 2  
**Cost of Adult Day Care for Pinellas County 60+ Population**  
**By Age Subgroup and Share of Medicaid Ineligible Population Served**  
(millions of constant 2016 dollars)

	2015	2020	2025	2030
<b>60-64</b>				
<b>10%</b>	81.70	91.10	88.68	72.69
<b>20%</b>	163.41	182.20	177.37	145.38
<b>30%</b>	245.11	273.30	266.05	218.08
<b>40%</b>	326.81	364.40	354.73	290.77
<b>50%</b>	408.51	455.50	443.42	363.46
<b>75%</b>	612.77	683.25	665.13	545.19
<b>100%</b>	817.03	911.01	886.83	726.92
<b>65-74</b>				
<b>10%</b>	129.72	149.34	161.37	167.32
<b>20%</b>	259.43	298.68	322.74	334.64
<b>30%</b>	389.15	448.02	484.12	501.97
<b>40%</b>	518.87	597.36	645.49	669.29
<b>50%</b>	648.59	746.70	806.86	836.61
<b>75%</b>	972.88	1,120.06	1,210.29	1,254.92
<b>100%</b>	1,297.17	1,493.41	1,613.72	1,673.22
<b>75-84</b>				
<b>10%</b>	78.61	84.42	102.50	117.73
<b>20%</b>	157.23	168.84	205.00	235.46
<b>30%</b>	235.84	253.25	307.51	353.19
<b>40%</b>	314.45	337.67	410.01	470.92
<b>50%</b>	393.07	422.09	512.51	588.65
<b>75%</b>	589.60	633.14	768.76	882.98
<b>100%</b>	786.14	844.18	1,025.02	1,177.31
<b>85+</b>				
<b>10%</b>	39.87	37.92	38.91	43.56
<b>20%</b>	79.73	75.85	77.82	87.11
<b>30%</b>	119.60	113.77	116.72	130.67
<b>40%</b>	159.47	151.69	155.63	174.23
<b>50%</b>	199.34	189.62	194.54	217.78
<b>75%</b>	299.00	284.42	291.81	326.68
<b>100%</b>	398.67	379.23	389.08	435.57

The reason why our analysis does not make use of Neighborhood's waitlist for ADC services, which stood at 54 at the end of 2016, is that the waitlist does not accurately depict the demand present within the Pinellas County community for these services. First, when an individual requests ADC services through Neighborhood and finds that their needs cannot be met immediately through current funding, Neighborhood works to refer individuals to providers that may have more availability of funds. Additionally, many individuals often choose to not request ADC services knowing how cost-prohibitive the option is. For 2016, Managed Care ADC Rates were:

	2016
<b>Eldercare</b>	\$10/hr (\$65 max daily)
<b>Molina</b>	\$9.20/hr (\$60 max daily)
<b>United</b>	\$11/hr

## Nutrition

### Current Costs:

The total cost amount spent by Neighborhood in providing Nutrition services in 2015 is estimated using the total number of Senior Dining meals recorded by Neighborhood and the rate that is negotiated between Neighborhood and the OAA for providing a Senior Dining meal.

$$\text{Total Cost} = \text{Total Meals Estimate} * \$6.63 \text{ OAA rate for Senior Dining}$$

**2015 Estimate: \$2,514,499**

Neighborhood has requested that the Senior Dining rate be used for estimating costs for providing nutrition, given that Neighborhood strives to provide Senior Dining meals for all clients. However, please note that the rate for hot Home Delivered Meals was \$6.20 for 2015, and the rate for frozen Home Delivered Meals was \$2.88 for 2015.<sup>10</sup>

### Projected costs:

Similar to calculating ADC costs, we use the following formula in order to estimate the cost burden of providing Senior Dining to different shares of the Medicaid ineligible 60+ population of Pinellas County, dividing the elderly population into four age subgroups: 60-64, 64-74, 75-84, and 85+.

$$\text{Total Cost} = [\text{Age Subgroup Population}] * [1 - \text{Percentage of Subgroup Eligible for Medicaid}] * [(\text{OAA Senior Dining Rate}) * (248 \text{ Serving Days/Year})]$$

Per an agreement between the DOEA and elderly service providers, the calculations assume a 4% annual increase in OAA rates. For 2015, the hourly rate for Senior Dining services was \$6.63 and the total 60+ population in Pinellas County was 291,805.

In the following charts, we have calculated the cost of servicing each age subgroup of the population in Pinellas County with nutritional services, historically looking at last year's reported population figures, as well as utilizing projected populations and Medicaid enrollment in order to capture the ballooning of the elderly population.

<sup>10</sup> In order for a client to be eligible for a frozen Home Delivered Meals, the client must meet regulatory requirements based on disability and poverty level. Eligibility is determined through an administered survey that takes into account living conditions and self-functioning capabilities.

### Cost of Nutritional Services for Pinellas County 60+ Population By Age Subgroup and Share of Medicaid Ineligible Population Served

Figure 11  
Ages: 60-64  
(millions of current dollars)

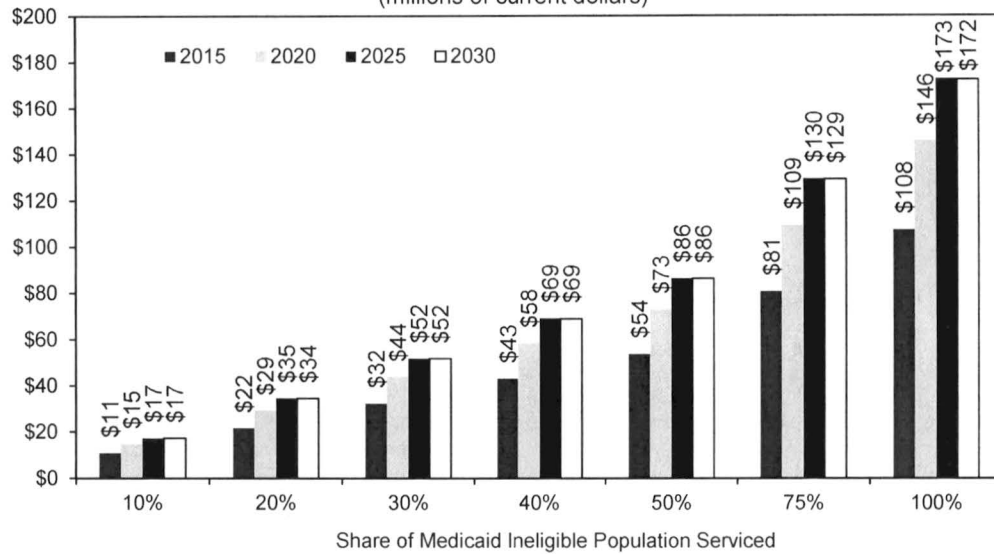


Figure 12  
Ages: 65-74  
(millions of current dollars)

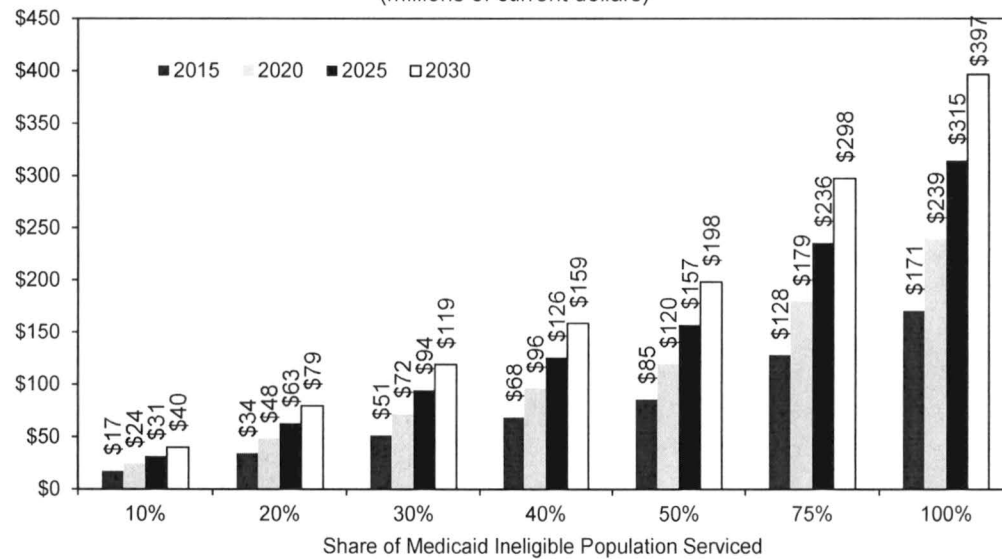


Figure 13  
Ages: 75-84  
(millions of current dollars)

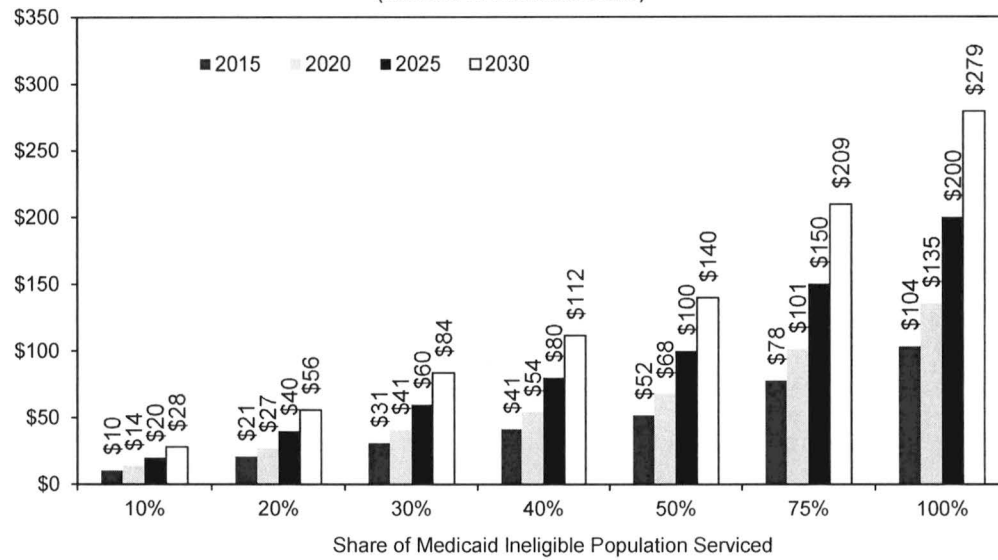
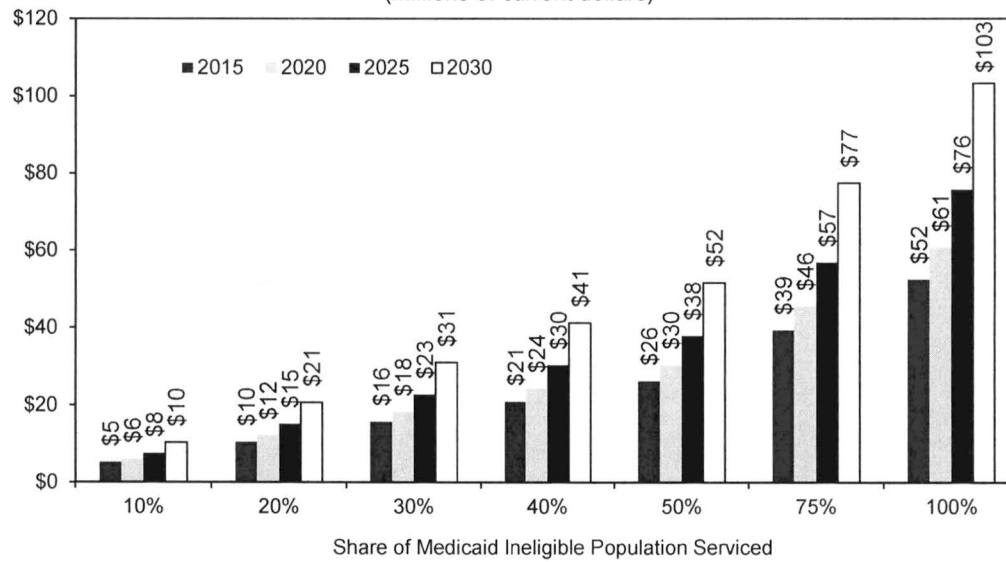


Figure 14  
Ages: 85+  
(millions of current dollars)





In an effort to demonstrate the strain that will be created by the aging of the baby boomer population without the effects of inflation or other influences of changing economic factors, the following table includes expected costs keeping the OAA Senior Dining rate constant at the 2016 rate, or \$6.90.

Table 3  
**Cost of Nutritional Services for Pinellas County 60+ Population  
By Age Subgroup and Share of Medicaid Ineligible Population Served**  
(millions of constant 2016 dollars)

	2015	2020	2025	2030
<b>60-64</b>				
<b>10%</b>	11.19	12.48	12.14	9.95
<b>20%</b>	22.38	24.95	24.29	19.91
<b>30%</b>	33.57	37.43	36.43	29.86
<b>40%</b>	44.75	49.90	48.58	39.82
<b>50%</b>	55.94	62.38	60.72	49.77
<b>75%</b>	83.91	93.56	91.08	74.66
<b>100%</b>	111.88	124.75	121.44	99.54
<b>65-74</b>				
<b>10%</b>	17.76	20.45	22.10	22.91
<b>20%</b>	35.53	40.90	44.20	45.83
<b>30%</b>	53.29	61.35	66.29	68.74
<b>40%</b>	71.05	81.80	88.39	91.65
<b>50%</b>	88.82	102.25	110.49	114.57
<b>75%</b>	133.23	153.38	165.74	171.85
<b>100%</b>	177.63	204.51	220.98	229.13
<b>75-84</b>				
<b>10%</b>	10.77	11.56	14.04	16.12
<b>20%</b>	21.53	23.12	28.07	32.24
<b>30%</b>	32.30	34.68	42.11	48.37
<b>40%</b>	43.06	46.24	56.15	64.49
<b>50%</b>	53.83	57.80	70.18	80.61
<b>75%</b>	80.74	86.70	105.27	120.92
<b>100%</b>	107.65	115.60	140.37	161.22
<b>85+</b>				
<b>10%</b>	5.46	5.19	5.33	5.96
<b>20%</b>	10.92	10.39	10.66	11.93
<b>30%</b>	16.38	15.58	15.98	17.89
<b>40%</b>	21.84	20.77	21.31	23.86
<b>50%</b>	27.30	25.97	26.64	29.82
<b>75%</b>	40.95	38.95	39.96	44.74
<b>100%</b>	54.59	51.93	53.28	59.65

It should be noted that this cost estimate makes several assumptions:

- Neighborhood strives to provide all elderly persons with the Senior Dining option and, therefore, this cost analysis does not evaluate cost of providing Home Delivered Meals, both hot and cold, to the 60+ population.
- Volunteers are an integral resource for Neighborhood, allowing it to provide services at a lower cost than other local service providers. As the population served increases, it is likely that Neighborhood will no longer be able to rely solely on volunteers and would be required to hire employees. This shift to paid workers versus volunteers would likely push the Senior Dining Rate up to around \$9 from the current rate of \$6.90 for 2016.

Rates by Meal Provider	2016
Sunshine	\$5.75
Molina	\$5.25
United	\$6.25
OAA Home Meal	6.45
OAA Senior Dining	6.90

Currently, there is no wait list for congregate dining; however, there are over 700 individuals in both programs with an assessed "high risk" nutritional score of 5.5 or higher who need meals 7 days a week. Neighborhood is unable to fund the additional meals for those individuals on the weekend due to the high need for meals.

## Transportation

### Current Costs:

The total cost amount spent by Neighborhood in providing Transportation services in 2015 is estimated using the total number of trips recorded by Neighborhood and the rate that is negotiated between Neighborhood and the OAA for providing a Senior Dining meal.

$$\text{Total Cost} = \text{Total Transportation Trips Estimate} * \$15.3 \text{ OAA Trip Rate}$$

**2015 Estimate: \$1,533,042**

### Projected Costs:

Next, we must look at the total amount that would be needed in order to service increasing shares of the Medicaid ineligible elderly population of Pinellas County, dividing the elderly population into four age subgroups: 60-64, 64-74, 75-84, and 85+.

In order to estimate the cost burden of providing Transportation to different shares of the 60+ population, we use the following formula, which assumes that Neighborhood is able to provide transportation to each individual at least twice a week:

$$\text{Total Cost} = [\text{Age Subgroup Population}] * [1 - \text{Percentage of Subgroup Eligible for Medicaid}] * [(\text{OAA Transportation Rate}) * (2 \text{ trips per week}) * (52 \text{ weeks per year})]$$

In the following charts, we have calculated the cost of providing transportation services for each age subgroup of the 60+ population in Pinellas County, historically looking at last year's reported population figures, as well as utilizing projected populations and Medicaid enrollment in order to capture the future population growth trends for the 60+ cohort.

### Cost of Transportation Services for Pinellas County 60+ Population By Age Subgroup and Share of Medicaid Ineligible Population Served

Figure 15  
Ages: 60-64  
(millions of current dollars)

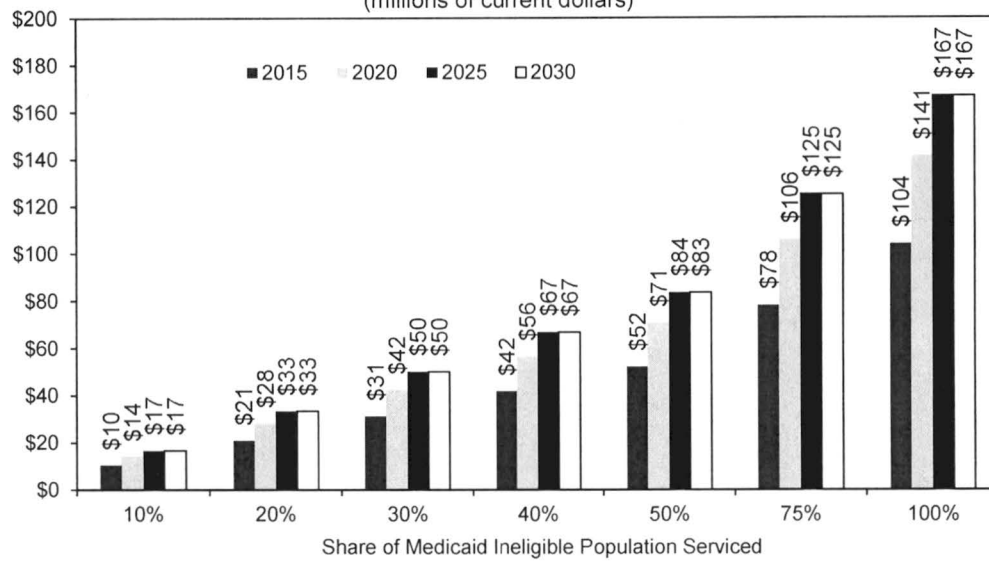


Figure 16  
Ages: 65-74  
(millions of current dollars)

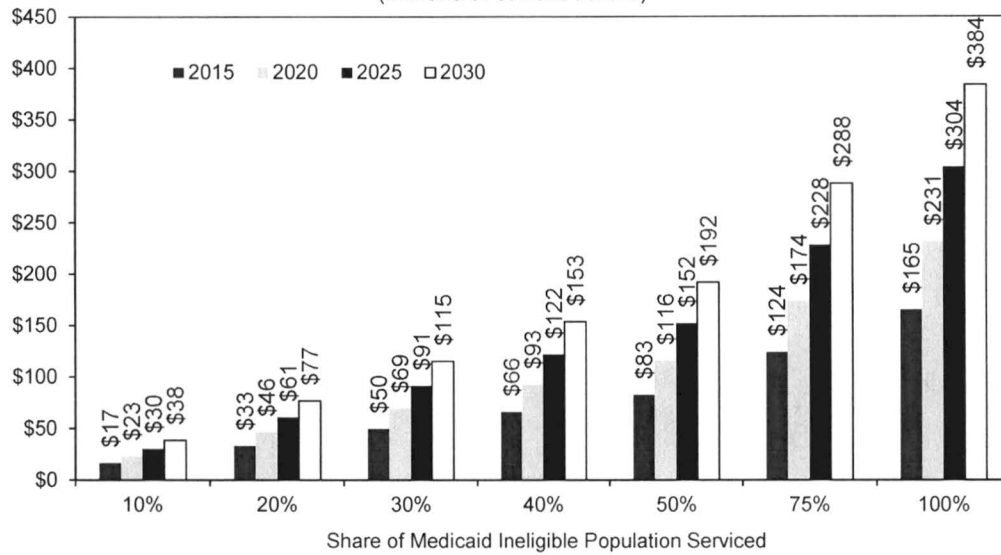


Figure 17  
Ages: 75-84  
(millions of current dollars)

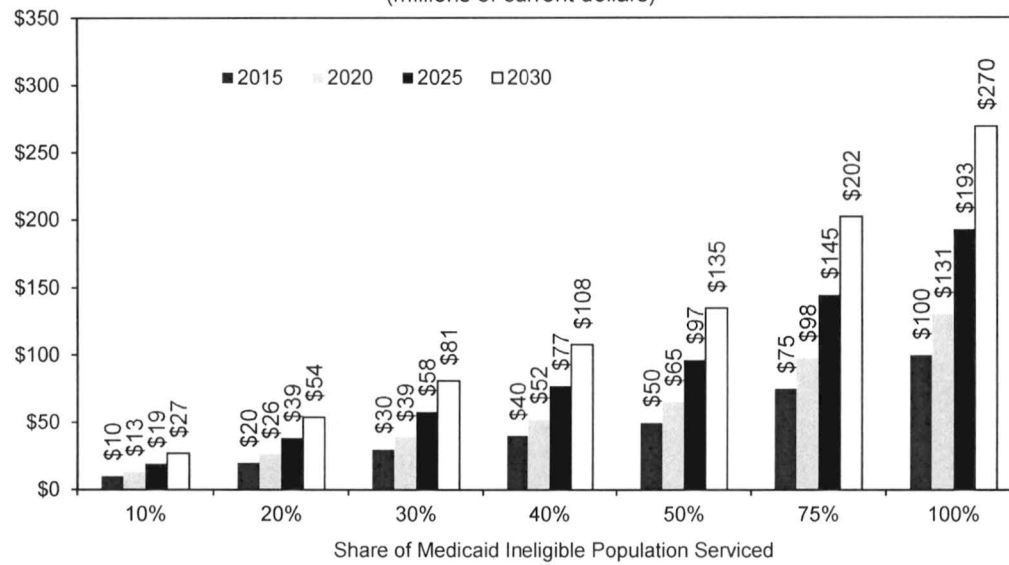
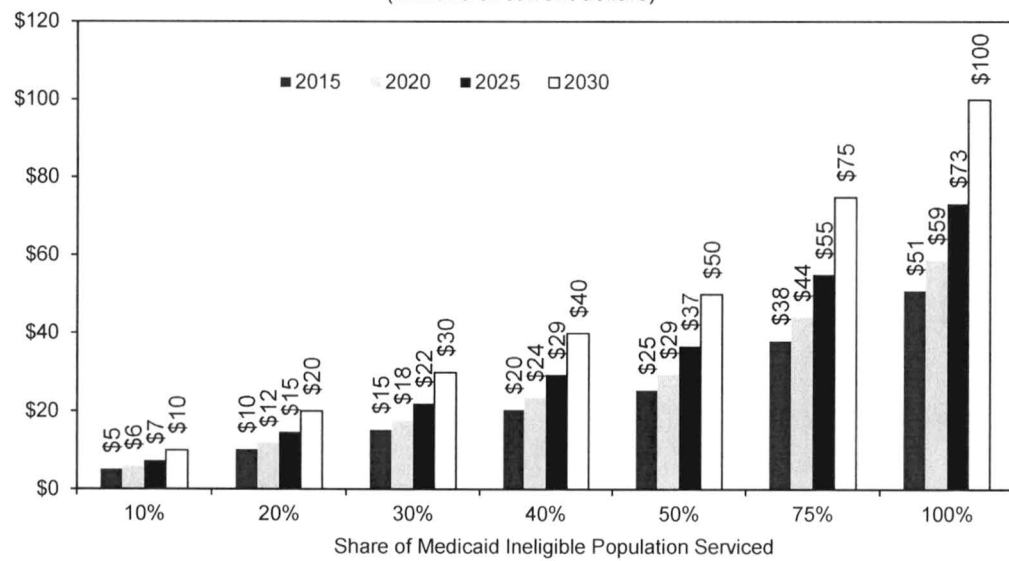


Figure 18  
Ages: 85+  
(millions of current dollars)





In an effort to demonstrate the strain that will be created by the aging of the baby boomer population without the effects of inflation or other influences of changing economic factors, the following table includes expected costs keeping the OAA Transportation Rate constant at the 2016 rate, or \$15.91.

Table 4  
**Cost of Transportation Services for Pinellas County 60+ Population**  
**By Age Subgroup and Share of Population Served**  
(millions of constant 2016 dollars)

	2015	2020	2025	2030
<b>60-64</b>				
<b>10%</b>	10.82	12.06	11.74	9.63
<b>20%</b>	21.64	24.13	23.49	19.25
<b>30%</b>	32.46	36.19	35.23	28.88
<b>40%</b>	43.28	48.26	46.98	38.51
<b>50%</b>	54.10	60.32	58.72	48.13
<b>75%</b>	81.15	90.48	88.08	72.20
<b>100%</b>	108.20	120.64	117.44	96.27
<b>65-74</b>				
<b>10%</b>	17.18	19.78	21.37	22.16
<b>20%</b>	34.36	39.55	42.74	44.32
<b>30%</b>	51.54	59.33	64.11	66.48
<b>40%</b>	68.71	79.11	85.48	88.63
<b>50%</b>	85.89	98.89	106.85	110.79
<b>75%</b>	128.84	148.33	160.28	166.19
<b>100%</b>	171.78	197.77	213.71	221.59
<b>75-84</b>				
<b>10%</b>	10.41	11.18	13.57	15.59
<b>20%</b>	20.82	22.36	27.15	31.18
<b>30%</b>	31.23	33.54	40.72	46.77
<b>40%</b>	41.64	44.72	54.30	62.36
<b>50%</b>	52.05	55.90	67.87	77.96
<b>75%</b>	78.08	83.85	101.81	116.93
<b>100%</b>	104.11	111.80	135.74	155.91
<b>85+</b>				
<b>10%</b>	5.28	5.02	5.15	5.77
<b>20%</b>	10.56	10.04	10.31	11.54
<b>30%</b>	15.84	15.07	15.46	17.30
<b>40%</b>	21.12	20.09	20.61	23.07
<b>50%</b>	26.40	25.11	25.76	28.84
<b>75%</b>	39.60	37.67	38.64	43.26
<b>100%</b>	52.80	50.22	51.53	57.68

## Total Cost Estimate

While providing any one of Neighborhood's services would be beneficial, it is important to assess what the estimated cost would be to provide all three core services to different shares of the 60+ population in Pinellas County. As we have previously noted, Pinellas County is facing a significant increase in its elderly population in the coming years. Unless Pinellas equips itself with the proper resources, both the county's elderly population and the associated caretakers, such as family members, will be left considerably vulnerable

The following charts provide estimates for servicing increasing portions of the 60+ population and are broken down by age subgroup.

**Cost of All Services for Pinellas County 60+ Population  
By Age Subgroup and Share of Medicaid Ineligible Population Served**

Figure 19  
Ages: 60-64  
(millions of current dollars)

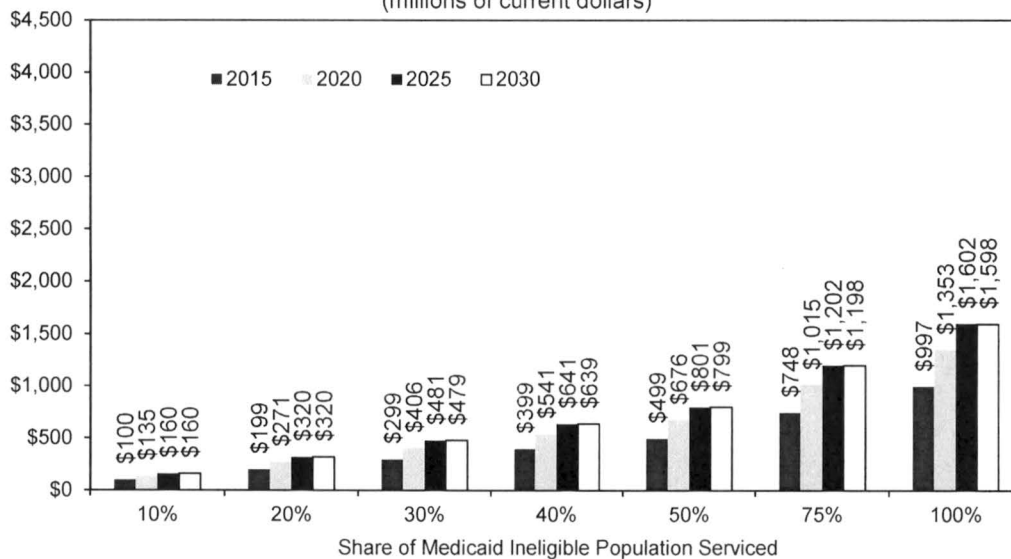


Figure 20  
Ages: 65-74  
(millions of current dollars)

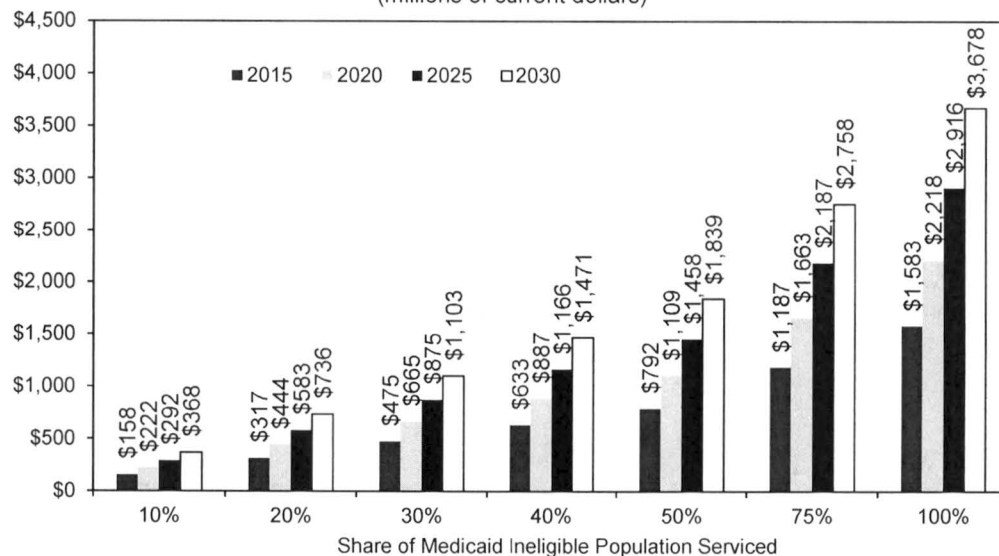


Figure 21  
Ages: 75-84  
(millions of current dollars)

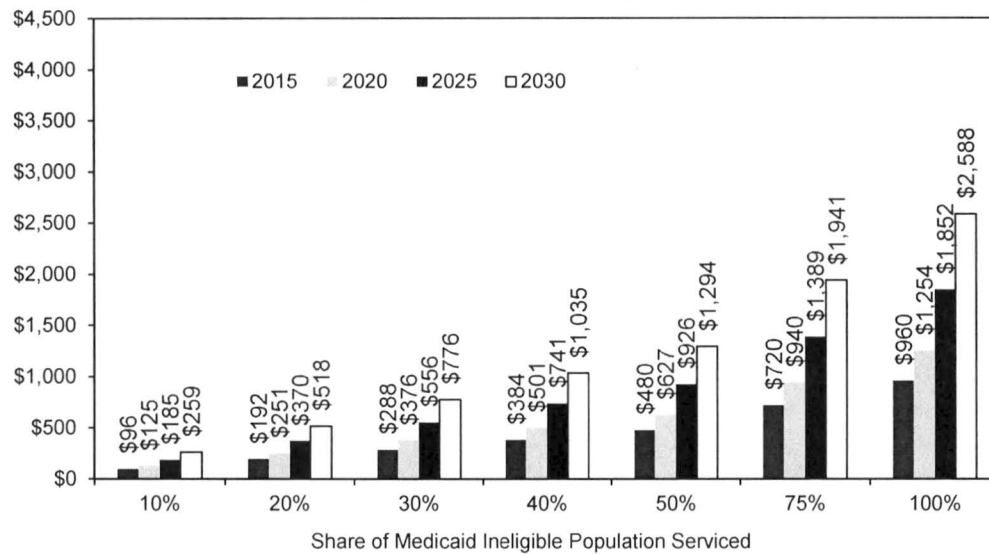
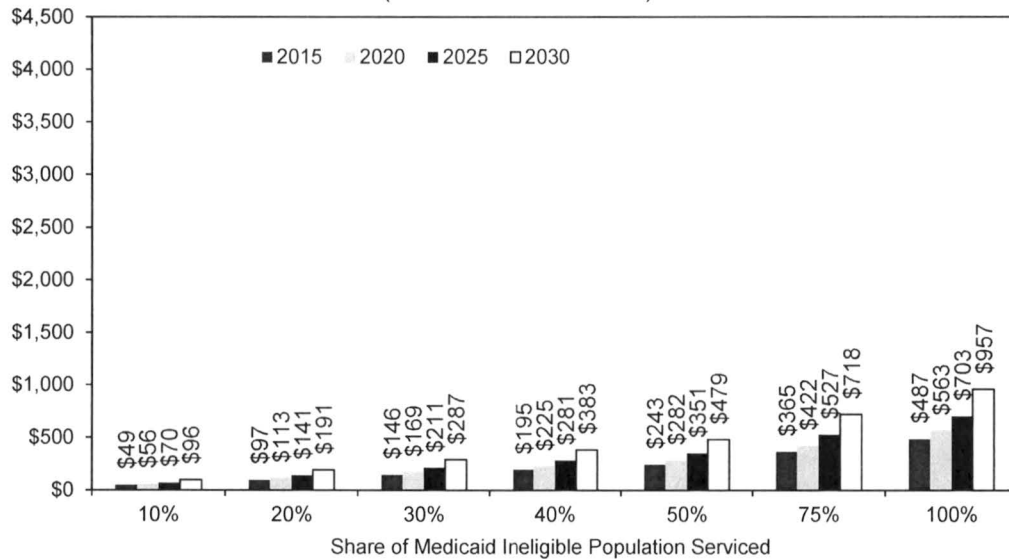


Figure 22  
Ages: 85+  
(millions of current dollars)



The following table includes expected costs keeping the all rates constant at their 2016 rates for adult day care, nutrition, and transportation in order to take out the effects of inflation or other influences of changing economic factors.

Table 5  
**Cost of All Services for Pinellas County 60+ Population**  
**By Age Subgroup and Share of Medicaid Ineligible Population Served**  
(millions of constant 2016 dollars)

	2015	2020	2025	2030
<b>60-64</b>				
<b>10%</b>	103.71	115.64	112.57	92.27
<b>20%</b>	207.42	231.28	225.14	184.55
<b>30%</b>	311.13	346.92	337.72	276.82
<b>40%</b>	414.84	462.56	450.29	369.09
<b>50%</b>	518.55	578.20	562.86	461.37
<b>75%</b>	777.83	867.30	844.29	692.05
<b>100%</b>	1,037.11	1,156.40	1,125.72	922.74
<b>65-74</b>				
<b>10%</b>	164.66	189.57	204.84	212.39
<b>20%</b>	329.32	379.14	409.68	424.79
<b>30%</b>	493.98	568.71	614.52	637.18
<b>40%</b>	658.64	758.27	819.36	849.57
<b>50%</b>	823.30	947.84	1,024.21	1,061.97
<b>75%</b>	1,234.94	1,421.77	1,536.31	1,592.95
<b>100%</b>	1,646.59	1,895.69	2,048.41	2,123.94
<b>75-84</b>				
<b>10%</b>	99.79	107.16	130.11	149.44
<b>20%</b>	199.58	214.32	260.23	298.89
<b>30%</b>	299.37	321.47	390.34	448.33
<b>40%</b>	399.16	428.63	520.45	597.77
<b>50%</b>	498.95	535.79	650.56	747.22
<b>75%</b>	748.42	803.69	975.85	1,120.83
<b>100%</b>	997.90	1,071.58	1,301.13	1,494.44
<b>85+</b>				
<b>10%</b>	50.61	48.14	49.39	55.29
<b>20%</b>	101.21	96.28	98.78	110.58
<b>30%</b>	151.82	144.42	148.17	165.87
<b>40%</b>	202.43	192.55	197.55	221.16
<b>50%</b>	253.03	240.69	246.94	276.45
<b>75%</b>	379.55	361.04	370.41	414.67
<b>100%</b>	506.06	481.39	493.88	552.90



## Community Feedback

Based on input from citizens of Pinellas County, there is overwhelming support for services to elders to be funded at the local level. In addition, feedback has indicated that a large majority is discontent with the level of local funding for the needed services that Neighborhood provides the elder population.

Polling showed while people feel that government tends to *tax too much* (49%) and that government *spends too much* (63%), 58% feel that local government spends taxpayer funds for the right services to meet the needs of residents. In other words, citizens trust their local government more than government in general when it comes to taxes and spending.

81% of respondents felt “upset” if they were to learn that local funding accounted for less than \$100,000 for senior services like meals, transportation and caregivers.

## Conclusion

Neighborhood currently uses a mix of several different funding sources, but there is no way for these services to survive at funding source options. Patients are served only as Neighborhood can gain economies of scale on small numbers of clients. Neighborhood has maximized the services provided to the elderly of Pinellas County by using existing funds to supplement meal costs, streamlining their distribution network to include home delivered meals and senior dining along with daycare as result of carefully negotiated meal costs and menus with the vendor.

In summary, Neighborhood has a proven record of maximizing resources and providing the maximum amount of benefits to its client base as broadly as possible while responding to the ever-changing landscape of funding variations, which is now quite complex. However, as the wait list grows and projected population growth for seniors in Pinellas County balloons, it is not currently possible to continue to serve elders of Pinellas in a manner reflective of the community, the state or as intended by the OAA.