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We are pleased to offer this resource to professionals who serve the aging population in Florida.

You will find contact information on our members, by region, as well as helpful articles about caregiving and how an aging life care professional can help you better serve and care for your clients.

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An advertisement in our directory next year will help you reach a target market of Care Managers, Elder Law Attorneys, Bank Trust Officers, Condo Managers, Assisted Living Facilities and Case Managers at Hospitals in Florida!

This Directory is direct mailed to thousands of professionals in the fields listed above in all counties within Florida.

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Florida Chapter - 2020 Member Directory

Members are listed alphabetically and by region. All care managers listed are members in good standing of ALCA-Florida.

This directory was compiled from information in the ALCA database, effective June 1, 2020. Every effort has been made to print correct information. ALCA-Florida will not bear any responsibility for inadvertent errors or omissions. The appearance of advertisements in the 2020 ALCA-Florida Member Directory is not a warranty, endorsement or approval of the products or services advertised or of their safety.
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Dear Florida Elder Care Community,

The Aging Life Care Association® is pleased to present this directory as a guide for families who are navigating the caregiving journey. Our members are here to help support you, whether you are a caregiver or someone in need of care.

Aging Life Care™ management is a holistic, client centered approach to caring for older adults or others facing ongoing health challenges. The expertise of Aging Life Care Professionals® provides answers at a time of uncertainty. Their guidance leads families to the actions and decisions that ensure quality care and an optimal life for those they love, thus reducing worry, stress, and time off from work for family caregivers. In addition, our members are supported by ALCA’s partners, who provide services and products to support those on the aging journey.

As we celebrate the 35th Anniversary of the Aging Life Care Association, I am honored to serve as CEO and represent our members – the experts in aging well®. In these pages you will find Aging Life Care Professionals with extensive backgrounds in health and aging who offer personalized and compassionate service. Whether you are in crisis mode or planning ahead, ALCA members and partners are here to help.

Warmly,
Taney Hamill, ALCA CEO
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To our Florida Community,

As I write this introductory message for our 2020 Aging Life Care Association® Florida Chapter’s Member Directory, we are in the middle of a pandemic. In January, when plans for the Directory began its third year of production, there was no knowledge of what was coming. COVID-19 was not in our vocabulary. As things quickly unfolded, it became apparent that our senior population needed advocates more than ever.

ALCA Florida members have risen to the occasion and are committed to helping our clients navigate through these difficult times. We have adapted to the current situation by being creative and persistent as we meet the needs of our clients. Video conferencing, meetings through windows, talking loudly through masks, are examples of the new ways we are working with clients. Supporting the families of our clients is another important task, since many family members have not been able to travel to Florida to be with their loved ones. Aging Life Care Professionals are fulfilling an essential need during this pandemic.

Our ALCA Florida Membership is made up of caring and dedicated Aging Life Care Professionals®, also known as Care Managers, who adhere to a Standard of Practice and Code of Ethics. Our association strives to promote awareness of our profession and the benefits of working with an Aging Life Care Professional. Members often partner with other professionals who also assist seniors in the community. Together we use our combined areas of expertise to provide the best possible care. We encourage other professionals to use this directory as a resource to find Aging Life Care Professionals who can assist you in serving your clients.

Thank you to the many advertisers and members whose generosity has supported this year’s directory. This Aging Life Care Florida Chapter Member Directory continues to be used to get the word out about the valuable services we all have to offer. Together we will assist our clients through these challenging times.

Stay safe and healthy!

Barbara Levison, MA, MSW, CMC
President, Aging Life Care Association®
Florida Chapter
What is Aging Life Care®?

Aging Life Care®, also known as geriatric care management, is a holistic, client-centered approach to caring for older adults or others facing ongoing health challenges. Working with families, the expertise of Aging Life Care Professionals® provides the answers at a time of uncertainty. Their guidance leads families to the actions and decisions that ensure quality care and an optimal life for those they love, thus reducing worry, stress and time off of work for family caregivers through:

- Assessment and monitoring
- Planning and problem-solving
- Education and advocacy
- Family caregiver coaching

The expertise of Aging Life Care Professionals can be summarized into 8 knowledge areas:

**Health and Disability.** From physical problems to mental health and dementia-related problems, Aging Life Care Managers interact with the healthcare system effectively and frequently. They attend doctor appointments and facilitate communication between doctor, client, and family. These professionals help determine types of services – including home health and hospice – that are right for a client and assist in engaging and monitoring those services.

**Financial.** Services may include reviewing or overseeing bill paying or consulting with a client's accountant or Power of Attorney. Aging Life Care Professionals provide information on Federal and state entitlements, connecting families to local programs when appropriate. They also help clients and families with insurance concerns, claims, and applications.

**Housing.** Aging Life Care Professionals help families and clients evaluate and select appropriate level of housing or residential options.

**Families.** Aging Life Care Professionals help families adjust, cope and problem-solve around long-distance and in-home caregiving, addressing care concerns, internal conflicts and differences of opinion about long-term care planning.

**Local Resources.** Aging Life Care Professionals know the local resources in their communities like the back of their hands and know how services are accessed.

**Advocacy.** Aging Life Care Professionals are strong and effective advocates for clients and their families, promoting the client's wishes with health care and other providers, ensuring that client's needs are being adequately addressed.

**Legal.** Aging Life Care Professionals refer to legal experts, like elder law attorneys, estate planners, and Powers of Attorney. Some Aging Life Care Professionals provide expert opinion for courts in determining level of care and establishing client needs.

**Crisis Intervention.** Aging Life Care Professionals offer crisis intervention when it is needed, helping clients navigate through emergency departments and hospitalizations, rehabilitation stays, and ensuring that adequate care is available to the client. For families that live at a distance, this can be a much-needed 24/7 emergency contact.

Local, cost-effective resources are identified and engaged as needed. A care plan tailored for each individual's circumstances is prepared after a comprehensive assessment. The plan may be modified, in consultation with client and family, as circumstances change. Aging Life Care Professionals are members of the Aging Life Care Association® (ALCA) and differ from Patient Advocates, Senior Advisors, Senior Navigators, and Elder Advocates. ALCA members must meet stringent education, experience, and certification requirements of the organization, and all members are required to adhere to a strict Code of Ethics and Standards of Practice.
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SURVEY: The Value of Working with an Aging Life Care Professional®

The following results reflect feedback from care recipients living in Florida. Source: Florida Chapter of the Aging Life Care Association®.

Responsible parties reported keeping them informed about the client’s status as the most common Care Manager function, followed by emergency management and medical management. All these services work together to set the responsible parties’ minds at ease.

- 97% of respondents felt that engaging an Aging Life Care Manager had a positive overall effect on the client.
- 99% said that engaging Aging Life Care Manager services had a positive effect on their own lives.

Overwhelmingly, the survey indicated that engaging Aging Life Care Professionals had positive effects for the responsible parties and the clients served. Among the most common benefits cited were:

- Getting an objective assessment of a client’s needs,
- Knowing the client has a medical advocate,
- Simply contributing to peace of mind.

While 7 out of 10 adults are expected to need assistance as they age, scholars in the aging field perceive it is unrealistic to continue to rely so heavily on family caregivers because of their declining future numbers, the complexity of the healthcare system, and competing responsibilities for modern families. (Bragg, 2015; Redfoot, 2013).

Why and How the Aging Life Care Professional® was Chosen

Most respondents reported they engaged the professional because:
- family did not live near the client so that they needed a local contact for care,
- they were concerned about changes in the client’s status,
- the client was experiencing a crisis at the time the professional services were sought,
- they were seeking a professional assessment to explore options for the client’s care.

Other situations that led to engaging care:
- caregiver had a crisis,
- caregiver needed guidance navigating options for dementia/Alzheimer’s care,
- family dissension.

An unexpected finding was the extent to which Aging Life Care Professionals work outside the client’s home — in an assisted living facility or nursing homes. Many families depend on Aging Life Care Professionals even after the client has left home for a facility. In fact, almost half the respondents (47%) said the clients with whom they are associated do not live at home.

The value of an Aging Life Care Professional services is evident. With the increasing aging population and the emphasis on continuity of care, Aging Life Care Professionals are poised to play a larger role in coming years. Read the full survey report at www.ALCAFlorida.org.
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& PAGE 2
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REVA Air Ambulance, Inc.
2101 W. Commercial Blvd., Ste. 5100  SEE AD ON PAGE 52
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The Value of Working with an Aging Life Care Professional®

By: Jennifer Akin, Esq.
Member, National Academy of Elder Law Attorneys

Elder law attorneys are often the first point of contact for clients beginning the long-term care planning process. In addition to planning for Medicaid and/or Veterans benefits to help cover the costs of such care, many attorneys often find that clients also have important healthcare needs that must be addressed too. Elder law attorneys who partner with an aging life care professional have a great ally who knows how to help when there is a need for immediate medical or expected long-term care.

Perhaps the client’s family lives out of town and wants to know how they can arrange care for their loved one living in Florida. Maybe a loved one only needs gentle reminders to take medications or perhaps the healthcare issue is more urgent and they need to be transferred to a skilled nursing care facility. The level of care will vary in each case. While an elder law attorney can help fill the gaps with planning and assistance obtaining benefits, a care manager can assist by being the eyes and ears for family members when they cannot be present to care for an aging loved one. Care managers are an essential resource for elder law attorneys. Working together, they make sure appropriate long term care needs are able to be met and paid for.

Long term care planning is so much more than just drafting documents. Here are five important life areas where an Aging Life Care Association® (ALCA®) member can help attorneys with matters that may affect a client’s long-term care planning:

- **Health:** ALCA members know the local healthcare community. When they escort a patient to doctor appointments they can easily communicate complex medical information between healthcare professionals and the clients’ family. This is very useful during a medical crisis when emotions often impair judgment or complicate at-home care instructions for the other spouse. ALCA members know how to navigate all areas of a hospital system from emergency departments to rehabilitation centers.

- **Housing:** ALCA professionals know what local senior care housing choices are available. This is important for families and clients who want to evaluate and select an appropriate level of housing when the times comes for them to move to a place with the necessary healthcare and aging resources.

- **Financial:** Aging Life Care professionals can assist with bill paying, budgeting, or discuss medical cost needs with a client’s accountant, financial advisor or power of attorney. They also know what type of local, state or federal entitlements are available for your loved one.

- **Legal:** ALCA professionals can be reliable elder law attorney allies! They understand our role in helping to guard against legal issues during the client’s aging process. Attorneys can also rely on ALCA members for expert opinions in court proceedings to determine levels of care and establishing needs of clients.

- **Advocacy:** Above all things, an ALCA professional is an advocate for the elderly. They work hard to be strong and effective advocates for their clients and families. They promote the client’s wishes during difficult life situations and with other providers including attorneys to ensure that their needs are being addressed and met.

We have a list of our favorite ALCA professionals in St. Augustine, but you can find a qualified Aging Life Care Association professional in your area by exploring this directory.

— See page 20 for a list of elder law services provided by J. Akin Law —
CENTRAL FLORIDA

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The Cameron Group, an Arosa Company  
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Where are Aging Life Care Professionals®?

Over 270 ALCA® Professionals  
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We are a Professional Care Management practice that specializes in advocacy, coordination of complex medical and mental health services, crisis stabilization, individualized care, and psychotherapy services for older and/or disabled adults. Our purpose is to treat clients as we would like others to treat our family members.

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Gwynne makes a difference in her clients' lives by guiding and supporting decision making as it relates to challenges in aging or disabilities. Growing up in Central Florida gave her opportunities to discover resources in the health care and community support fields which benefits clients! Gwynne can lead the journey in collaboration to honor dignity and quality of life.
At Renewing Hope Care Management, our goal is to help aging adults and those with disabilities maintain and even improve their quality of life. Our registered nurse care managers are experts in family caregiving. We have helped numerous aging adults and their families navigate through health challenges and aging issues.
Doris Haas, RN, CCM, CMC, QDCS  
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dorishaas@atlascaremanagement.com  

Doris Haas owns Atlas Care Management. Our nurses provide assistance to families living nearby, or distant from loved ones. We can assist with any number of tasks or oversee the entire range of care for family members. Dementia is our specialty. We provide services in the Daytona through Jacksonville areas.

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Barbara started her practice in 2006 after helping her mother-in-law through eldercare and Alzheimer’s disease. Barbara felt compelled to help other families facing similar challenging times, so she returned to school for a Masters degree in Gerontology. Barbara’s goal is to provide guidance and peace of mind to families.
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Read Jennifer’s article on why an ALCA professional is an asset to her practice on page 14.
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Elizabeth is a registered nurse with 35-years of experience in emergency medicine. She is also a licensed Realtor with BHHS and understands downsizing obstacles and how to navigate the aging life pathway. As a parish nurse, Elizabeth devotes more than just time, but also Compassion and Utmost Respect for the Aging (CURA).

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Norma has a Graduate Certificate in Geriatric Care Management and is a certified, advanced Aging Life Care Professional. Her extensive knowledge allows her to professionally assess and coordinate care to meet the complicated needs of seniors and their family members. She provides services in Alachua and Marion Counties.
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Cindy serves on the Executive Board of the Florida Chapter of ALCA and is a certified, advanced Aging Life Care Professional. With over 30 years of healthcare experience, her company assists seniors with immediate and long-term needs. Her extensive knowledge and experience help find the right solutions for loved ones.

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Jocelyn is a licensed occupational therapist and a nationally certified Life Care Planner. She previously owned and operated an award-winning home health company specializing in caring for older adults. Her passion is working with clients and their families to help them live their best lives.
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Becky has a Masters Degree in Nursing and has many years of experience in varied nursing positions, including long term care. Her experience and current position as a Geriatric Care Manager provide unique opportunities to coordinate services for seniors and their families to meet current and long term needs.

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Juanita is a Certified, Advanced Aging Life Care Professional with a Master's Degree in Health Administration and Certification in Psychiatric and Mental Health Nursing. She has over 30 years experience in healthcare developing interdisciplinary teams that provide a client centered approach to advocating for individuals and maximizing their quality of life.

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Doris Haas owns Atlas Care Management. Our nurses provide assistance to families living nearby, or distant from loved ones. We can assist with any number of tasks or oversee the entire range of care for family members. Dementia is our specialty. We provide services in Broward and Palm Beach Counties.

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Preferred Lifestyle Services is a Care Management Company offering preventive client advocacy through customized eldercare services. Our Nurse Care Managers create care plans that clearly outline solutions to match client’s needs. Our goal is to improve our client’s quality of life by restoring Health, Dignity and Family’s Peace of Mind.  

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For 25+ years, Mark has served as advocate, advisor and problem-solver for clients/families. Mark is Past President and long-standing member of the Florida Chapter Board. Mark prides himself on being a dedicated, caring and compassionate professional helping clients maintain quality of life and cultivating their independence.  

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I am passionate and committed to improving quality of life while providing practical and affordable solutions. I feel privileged to work with older adults and their loved ones, making a difference for over 35 years. I will be your eyes and the ears, making what feels like the impossible, possible.

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The Seniors’ Answer “providing security for seniors and peace of mind for families” is an ALCA member that offers families and seniors care management and patient advocacy. We also provide “daily money, life and fraud management” 24/7, giving people a safe, secure, quality life and live as independent as possible.

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Preferred Lifestyle Services is a Care Management Company offering preventive client advocacy through customized eldercare services. Our Nurse Care Managers create care plans that clearly outline solutions to match client’s needs. Our goal is to improve our client’s quality of life by restoring Health, Dignity and Family’s Peace of Mind.

An Aging Life Care Professional:
Finds the best options for the client's situation.
Our Elder Options team is committed to enhancing the quality of life for people facing challenges associated with aging. From start to finish, we help put a plan of care in place and monitor progress. Our focus is to work with families to maximize a senior’s ability to live a life of dignity, purpose and fulfillment.

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ALCA® FLORIDA ACTIVE MILITARY PROGRAM

ALCA® Florida members offer the following free services to active duty military members who have older adults or disabled family members in the State of Florida:

• Conduct a free care planning assessment for your aging parent or disabled family member to identify problems and to provide solutions.
• Provide short or long-term assistance for active duty aging family members.
• Screen, arrange, and monitor in home help or other services.
• Review financial, legal, or medical issues and offer referrals to appropriate specialists.
• Crisis support.
• Act as a liaison to families at a distance, overseeing care, and quickly alerting families to problems.
• Provide consumer education, advocacy and support.

Funding provided by the Evelyn McPherson Foundation.
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Founded in 2006, SeniorCare Family Services, Inc. meets the needs of a growing population of elderly citizens living long distances from family. As part of the SeniorCare Family Services team, Juanita conducts client assessments and care planning, as well as long term relationships of ongoing support.
Kayla Harm and her team of nurses provide quality skilled nursing services to seniors throughout SWFL with a goal of promoting safety and quality of life. They work hand-in-hand with families to develop a care plan which meets all needs, and provides family members with peace of mind.

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Who Uses Care Management Services?

Aging Life Care Professionals can assist the following in servicing the needs of their clients:

- Families in Florida and around the country
- Banks and trust officers
- Physicians and allied health professionals
- Attorneys
- Hospitals
- Social service providers
- Gerontology professionals
- Senior housing communities
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Barbara founded SeniorCare Family Services, Inc. in 2006 to meet the needs of a growing population of elderly living long distances from family. She has extensive experience in geriatric nursing and advocacy. SeniorCare Family conducts one time assessments and care planning, as well as long term relationships of ongoing support.

What is an Advanced ALCA® Member?

Members of ALCA® who are in the Advanced Professional Level of membership represent the standard of excellence in the profession through attaining formal higher education, established and supervised work experience, and professional certification.

In addition to holding a Baccalaureate, Master’s or Ph.D. in a field related to care management, advanced professional level members must hold at least one of the approved certifications:

- Care Manager Certified (CMC) – National Academy of Certified Care Managers
- Certified Case Manager (CCM) – Commission for Case Manager Certification
- Certified Advanced Social Work Case Manager (C-ASWCM)
  – National Association of Social Workers
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“You have truly been a godsend. I really appreciate these amazing updates... It sure sounds like you’re driving great solutions to the many issues he’s running into. It really makes a difference when he’s working with an expert in all these topics vs. with family members who have our own biases!”

- Kim, daughter living in Ohio

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Vicki is owner and President of Viable Alternatives, Inc., and has provided Advance Planning, Aging Life Care®, and Guardianship services since 1992. A gentle, caring approach is used in client assessment, care plan implementation, and ongoing monitoring to meet the individual’s personal and healthcare challenges.

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Proeger & Associates, Inc. is a professional Aging Life Care® company specializing in expertly guiding families through the process of caring for older adults and individuals with disabilities. Using a team approach, we help persons who are dealing with the challenges of aging or disability continue to lead fulfilling lives.

Members in Our West Coast Florida Region Serve Clients From Bradenton to Venice and all points along this section of the west coast...
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Ellen is a Certified, Advanced Aging Life Care Professional® and Chair of Florida Chapter’s Professional Development Committee, emphasizing educational and professional opportunities. Ellen helps older adults and families, proactively planning for long term care needs; providing assessments and crisis intervention.

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Tom is a Certified, Advance Aging Life Care Professional with over 35 years of clinical experience in the senior care field. His company provides practical and effective solutions to the most challenging of issues facing our seniors and their families. Tom currently serves as the Tampa Bay Unit Leader of the Florida Chapter.

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What Other Services Do Members Offer?  

ALCA® members also assist young adults facing challenges like:  
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DeeWynn is Past President of the ALCA® Florida Chapter Board and a certified, advanced Aging Life Care Professional. Her company partners with older adults and families to assist in proactively planning for long-term care needs or crisis intervention. Assessments include recommendations of financial, legal, medical, in-home support or community options.

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Aging Care Advocates is a team of master level certified care managers who assist seniors, disabled adults and their families with immediate and long-term care needs. We provide assessments, individual care plans, oversight, advocacy, and guidance through the health care maze. Serving Hillsborough, Pinellas, Pasco, and Hernando counties.
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An ALCA® Advanced member since 2000, Lory's interdisciplinary team of experienced professionals – nurses, social workers, and public health experts – help seniors, disabled adults and family members proactively plan for care. We provide assessments, coordination of care, advocacy, mediation, crisis intervention and caregiver coaching.

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