

## Resources for Vulnerable Populations

Persons leaving a shelter or temporary location following an emergency or disaster may need additional supports to safely return to and remain in their community. Thank you to the Florida Assisted Living Association for sharing their “**Quick Resource List by Agency or Service.**” This list may help discharge planners link persons to available information and support services.

Rev June 2012

Agency or Service	Description / Contact Information
<b>AARP</b>	A nonprofit organization dedicated to helping older Americans achieve lives of independence, dignity, and purpose. <b>888-687-2277</b> or <a href="http://www.aarp.org">www.aarp.org</a> . <b>Florida AARP 866-595-7678</b>
<b>Abuse Hotline</b>	A 24 hour on-call system, operated by the Department of Children & Families, through which the abuse, neglect or exploitation of an elderly or disabled individual must be reported in accordance with Florida statutory requirements. Callers may remain anonymous. <b>800-962-2873</b>
<b>Adult Day Care</b>	A structured activity program for frail or disabled individuals who need a supervised, protective environment during daytime hours. Adult day care facilities are licensed and regulated by the Agency for Health Care Administration: <b>850-412-4304</b>
<b>Adult Family-Care Homes</b>	A single family home in which room, board, supervision and personal care services are provided to five or fewer adult residents. Information about AFCHs can be obtained at the Agency for Health Care Administration, which licenses and regulates AFCHs: <b>850-412-4304</b>
<b>Adult Services</b>	This division of the Department of Children & Families is responsible for Protective Services for the Elderly, the Community Care for Disabled Adults, and the Home Care for Disabled Adults programs. <b>850-488-2881</b> To locate district contact information go to <a href="http://www.dcf.state.fl.us/programs/aps/">http://www.dcf.state.fl.us/programs/aps/</a>
<b>Advocacy Center for Persons with Disabilities</b>	Serves as a problem solving resource for disabled persons. <b>800-342-0823</b> or <a href="http://www.advocacycenter.org">www.advocacycenter.org</a>
<b>Agency for Health Care Administration (AHCA)</b>	This is the state agency responsible for the inspection, regulation, and licensing of health care facilities. <b>888-419-3456</b> or <a href="http://ahca.myflorida.com">http://ahca.myflorida.com</a>
<b>Agency for Persons with Disabilities</b>	Assists people who have developmental disabilities and their families as well as provide assistance to identify their needs and funding sources. <b>850-273-2273</b> or <a href="http://www.apd.myflorida.com">www.apd.myflorida.com</a>
<b>AIDS Hotline</b>	Provides education, information and referral about Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS): <b>800-232-4636</b> or <a href="http://www.cdc.gov/hiv">www.cdc.gov/hiv</a>

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<p><b>Alzheimer's Disease &amp; Related Disorders Association</b></p>	<p>Also called "ADRDA" or the Alzheimer's Association, has chapters located in most cities. They offer many free and low cost pamphlets, books and materials which discuss Alzheimer's Disease and topics related to care. The local chapter members and/or staff usually are great resources when you need help with a problem. Support groups are often available for caregivers. Contact the Alzheimer's Association. <b>800-272-3900</b> or <a href="http://www.alz.org">www.alz.org</a></p>
<p><b>American Cancer Society</b></p>	<p>An organization which provides local transportation, information, counseling and medical equipment for cancer patients. Cancer Response system <b>800-227-2345</b> or <a href="http://www.cancer.org">www.cancer.org</a></p>
<p><b>American Council of the Blind</b></p>	<p>An organization which seeks to improve the living conditions of people who are blind and those with visual impairments. <b>800-424-8666</b> or <a href="http://www.acb.org">www.acb.org</a></p>
<p><b>American Diabetes Association</b></p>	<p>An organization working to prevent and cure diabetes and to improve the lives of all people affected by diabetes. <b>800-342-2383</b> or <a href="http://www.diabetes.org">www.diabetes.org</a></p>
<p><b>American Foundation for the Blind</b></p>	<p>A national nonprofit organization whose mission is to enable people who are blind or visually impaired to achieve equality of access and opportunity that will ensure freedom of choice in their lives. <b>800-232-5463</b> or <a href="http://www.afb.org">www.afb.org</a></p>
<p><b>American Health Assistance Foundation</b></p>	<p>Funds scientific research on age-related and degenerative disease, educates the public about these diseases, provides financial assistance to Alzheimer's disease patients and their caregivers, and funds the Alzheimer's Family Relief Program. <b>800-437-2423</b> or <a href="http://www.ahaf.org">www.ahaf.org</a></p>
<p><b>American Heart Association</b></p>	<p>A volunteer health organization that funds research and sponsors public education programs to reduce disability and death from cardiovascular disease and stroke. <b>800-242-8721</b> or <a href="http://www.americanheart.org">www.americanheart.org</a></p>
<p><b>American Lung Association</b></p>	<p>A volunteer organization whose goal is to fight lung disease and promote lung health through education, research, and advocacy: <b>800-548-8252</b> or <a href="http://www.lungusa.org">www.lungusa.org</a></p>
<p><b>American Parkinson's Disease Association</b></p>	<p>A volunteer organization that funds research to find a cure for Parkinson's disease, educates the public about the illness, and offers assistance to patients and their families: <b>800-223-2732</b> or <a href="http://www.apdaparkinson.org">www.apdaparkinson.org</a></p>
<p><b>American Red Cross</b></p>	<p>Offers health education programs, blood services, disaster relief, and emergency services to the Armed Forces. <b>202-737-8300</b> or <a href="http://www.redcross.org">www.redcross.org</a></p>

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<b>American Society on Aging</b>	A nonprofit, membership organization that informs the public and health professionals about issues affecting the quality of life for older people and promotes innovative approaches to meet these needs. <b>800-537-9728</b> or <a href="http://www.asaging.org">www.asaging.org</a>
<b>American Tinnitus Association</b>	A volunteer organization that supports research to find a cure for tinnitus (consistent ringing or buzzing in the ears or inside the head) and distributes information to the public about this disorder, which is found most often in people 55 years of age and older. <b>800-634-8978</b> or <a href="http://www.ata.org">www.ata.org</a>
<b>Area Agency on Aging (AAA)</b>	An agency which plans and administers programs funded through federal, state, and/or local funds for persons over the age of 60. Services are contracted through local agencies such as Councils on Aging and may include home health maintenance services, transportation, housekeeping, congregate meals, home delivered meals, day care, etc. Services are contracted through local agencies, and targeted to those in the greatest social and economic need. Call the Department of Elder Affairs for the AAA in your area. <b>800-963-5337</b> or <a href="http://www.elderaffairs.state.fl.us/doea/aaa.php">http://www.elderaffairs.state.fl.us/doea/aaa.php</a>
<b>Arthritis Foundation</b>	A nonprofit, volunteer organization that supports research to find a cure for and ways to prevent all forms of arthritis and seeks to improve the quality of life for people for arthritis. <b>800-283-7800</b> or <a href="http://www.arthritis.org">www.arthritis.org</a>
<b>Assisted Living Facilities (ALF)</b>	A facility designed to provide personal care services in the least restrictive and most home-like environment. They can range in size from one resident to several hundred and may offer a wide variety of personal and nursing services designed specifically to meet an individual's personal needs. Regulated by AHCA. <b>850-412-4304</b>
<b>Assisted Living Facility Associations</b>	In Florida there are 3 associations which represent assisted living facilities: Florida Assisted Living Association (FALA): <b>850-383-1159</b> , <a href="http://www.falausea.com">www.falausea.com</a> ; Leading Age Florida (formerly Florida Association of Homes & Services for the Aging): <b>850-671-3700</b> , <a href="http://www.leadingageflorida.org">www.leadingageflorida.org</a> ; Florida Health Care Association (FHCA): <b>850-224-3907</b> or <a href="http://www.fhca.org">www.fhca.org</a>
<b>Better Hearing Institute</b>	A nonprofit, educational organization established to provide the general public with information on hearing loss and to encourage the use of available resources and assistance. <b>209-449-1100</b> or <a href="http://www.betterhearing.org">www.betterhearing.org</a>

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<b>B'nai B'rith</b>	The world's oldest and largest Jewish service organization, engages in community service, Jewish education and public advocacy. The Caring Network is a fee-for-service program that offers information, referrals, and advice to older persons and their families throughout the U.S. <b>888-388-4224</b> or <a href="http://www.bnaibrith.org">www.bnaibrith.org</a>
<b>Cancer Information Service</b>	A service provided by the National Cancer Institute which provides accurate, up-to-date information about cancer and cancer related resources in local areas. Spanish-speaking staff are available. <b>800-422-6237</b> or <a href="http://cis.nci.nih.gov">http://cis.nci.nih.gov</a>
<b>Catholic Charities U.S.A.</b>	A social services organization that offers assistance to people of all ages with a broad range of social problems and needs. <b>703-549-1390</b> or <a href="http://www.catholiccharitiesusa.org">www.catholiccharitiesusa.org</a>
<b>Catholic Golden Age</b>	Sponsors charitable work and offers religious worship opportunities for older people. <b>800-836-5699</b> or <a href="http://www.catholicgoldenage.org">www.catholicgoldenage.org</a>
<b>Children of Aging Parents</b>	A nonprofit organization that provides information and emotional support to caregivers of older people. <b>800-227-7294</b> or <a href="http://www.caps4caregivers.org">www.caps4caregivers.org</a>
<b>Comprehensive Assessment &amp; Review for Long-Term Care Services (CARES)</b>	A federally mandated pre-admission screening program for nursing home applicants implemented by the Department of Elder Affairs. The program also performs pre-screening assessments for ALF Medicaid waiver applicants. There is a CARES office in each of the department's 11 planning and service areas. <b>850-414-2000</b> or <a href="http://www.elderaffairs.state.fl.us/english/cares.php">www.elderaffairs.state.fl.us/english/cares.php</a>
<b>Consumer Information Helpline</b>	The Division of Consumer Services in the Florida Department of Agriculture & Consumer Services is the state's clearinghouse for consumer complaints. <b>800-435-7352</b>
<b>Continuing Care Retirement Communities</b>	An arrangement whereby the resident and community enter in an agreement effective for the life of the resident which provides a range of residential settings depending on the needs of the resident: from independent apartment living units, to ALFs, to skilled nursing beds. CCRCs are regulated by the Department of Financial Services. <b>850-413-3030</b> or <a href="http://www.floir.com">www.floir.com</a>
<b>County Health Department</b>	Part of the Department of Health, each county health department is responsible for carrying out local health department safety/sanitation and food hygiene inspections: <a href="http://www.doh.state.fl.us/chdsitelist.htm">www.doh.state.fl.us/chdsitelist.htm</a>
<b>Department of Children &amp; Families</b>	This department administers the state's financial assistance programs including placement services, mental health services, developmental services, optional state supplementation, and protective services. <b>850-487-1111</b> or <a href="http://www.state.fl.us/cf_web">www.state.fl.us/cf_web</a>

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<b>Department of Elder Affairs</b>	Florida's state agency whose mission is to foster an environment that promotes well-being for Florida's elders and enables them to remain in their homes and communities. DOEA also serves as the rule writing authority for ALFs & AFCHs: <b>850-414-2000</b> or <a href="http://www.elderaffairs.state.fl.us">www.elderaffairs.state.fl.us</a>
<b>Department of Financial Services Consumer Helpline</b>	Takes complaints and provides information regarding automobile, property, life, health insurance, etc.; and insurance agents and carriers. <b>800-342-2762</b> or <a href="http://www.fldfs.com/">www.fldfs.com/</a>
<b>Department of Health</b>	This state department is the administrative center for the county health departments, and for the health practitioner boards responsible for the regulation of health care professionals: <b>850-425-4444</b> or <a href="http://www.doh.state.fl.us">www.doh.state.fl.us</a>
<b>Department of Veterans Affairs</b>	The Federal government agency that provides benefits to veterans of military service and their dependents. Florida also has its own Department of Veterans Affairs. <b>Federal 800-827-1000; Florida 850-487-1533</b> or <a href="http://www.floridavets.org">www.floridavets.org</a>
<b>Developmental Services</b>	A program administered by the Department of Children and Families, responsible for support coordination, advocacy, subcontracting services and supports for persons with developmental disabilities. Services include medical, dental, respite, supported living, supported employment, recreation, guardian advocate, residential services, social services, specialized therapies, transportation, training, day services. <b>850-488-4257</b> or <a href="http://www.apd.myflorida.com">www.apd.myflorida.com</a>
<b>Division of Blind Services</b>	A state-operated program which provides diagnostic services, transportation to medical appointments, counseling, guidance and in-service education to blind or visually impaired persons. <b>800-342-1828</b>
<b>Economic Self-Sufficiency</b>	Located in the Department of Children & Families, this unit determines the financial eligibility for supplemental payments for eligible nursing home, adult family-care home and assisted living facilities residents as well as eligibility for the medically needy program. <b>850-487-1111</b>
<b>Eldercare Locator</b>	A nationwide directory assistance services designed to help older persons and caregivers locate local support resources for aging Americans. <b>800-677-1116</b>
<b>Elder Helpline</b>	Florida's referral system for anyone seeking information or services related to elders. <b>800-963-5337</b> or <a href="http://www.agingresourcecentersofflorida.org/resource_dir.html">www.agingresourcecentersofflorida.org/resource_dir.html</a>
<b>Epilepsy Foundation of America</b>	A national volunteer health organization dedicated to the prevention and cure of seizure disorders, alleviation of their effects, and promotion of optimal quality of life for people who have these disorders.

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	800-332-1000 or <a href="http://www.efa.org">www.efa.org</a>
Florida Alliance of Assistive Services & Technology	This nonprofit organization educates the public about assistive devices and helps increase access to them. 888-788-9216 or <a href="http://www.faast.org">www.faast.org</a>
Florida Association for Retarded Citizens	Provides referrals, services and advocacy for developmentally disabled persons from birth to death: 800-226-1155 or <a href="http://www.arcflorida.org">www.arcflorida.org</a>
Florida Bar Elderly Referral Panel	Refers persons to a participating attorney by location and specialty. 800-342-8011
Florida Council on Aging	A statewide network of professionals in aging dedicated to enhancing the quality of life for all older persons, their families and their communities through advocacy, information-sharing and education. 850-222-8877 or <a href="http://www.fcoa.org">www.fcoa.org</a>
Florida Developmental Disabilities Council	Funds innovative projects, and advocates for policy positions which will enhance the quality of life of the developmentally disabled. 800-580-7801, 850-488-4180 or <a href="http://www.fddc.org">www.fddc.org</a>
Florida Dietetic Association	Represents Florida dietitians, nutritionists, dietetic technicians; publishes <i>The Handbook of Medical Nutrition Therapy: The Florida Diet Manual</i> . 850-386-8850 or <a href="http://www.eatrightflorida.org">www.eatrightflorida.org</a>
Florida Hospice & Palliative Care Association	The hospice association representing hospices in Florida. 800-282-6560 or <a href="http://www.floridahospices.org">www.floridahospices.org</a>
Florida Life Care Residents Association (FLiCRA)	Consumer group composed of residents of continuing care retirement communities in Florida. 850-906-9314 or <a href="http://www.flicra.com">www.flicra.com</a>
Florida Relay Services	Provides telephone communication between people who use a Telecommunications Device for the Deaf (TDD) and people who use standard telephones. 800-955-8770 or <a href="http://www.ftri.org">www.ftri.org</a>
Florida Telecommunications Relay	Offers a statewide equipment distribution program that provides specialized telecommunications devices, free of charge, to deaf, hard of hearing, speech and dual sensory impaired residents of Florida. 800-222-3448
Gray Panthers	An advocacy and education organization working for social change by addressing issues such as national health care, housing, environment, education, and peace. 800-280-5362 or <a href="http://www.graypanthers.org">www.graypanthers.org</a>

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<b>Health Care Consumer Hotline</b>	A consumer hotline in the Agency for Health Care Administration which receives complaints regarding health care facilities and practitioners. <b>888-419-3456</b>
<b>Hear Now</b>	A nonprofit organization providing free hearing aids to qualifying individuals. <b>800-648-4327</b> or <a href="http://www.sotheworldmayhear.org">www.sotheworldmayhear.org</a>
<b>Hearing Aid Helpline</b>	Offers information to the public on hearing loss, hearing aids, and how to locate a qualified hearing aid specialist. <b>800-521-5247</b>
<b>Help for Incontinent People</b>	A patient advocacy group that works to reeducate the public and health professionals about the prevalence, diagnosis, and treatment of urinary incontinence. <b>800-252-3337</b>
<b>Home Health Agencies</b>	Services provided in the homes of elderly or disabled persons by nonprofit or for-profit agencies including nursing care, home health aides, homemaker services, and various rehabilitation therapies. Home health agencies are licensed and regulated by the Agency for Health Care Administration. <b>850-412-4403</b>
<b>Hospice</b>	A program of services provided to a terminally ill person in their place of residence which involves a professional team who is concerned with the physical, social, psychological, and financial well-being of the patient and family. Hospices are licensed and regulated by the Agency for Health Care Administration. <b>850-412-4403</b>
<b>Insurance Consumer Helpline</b>	A nationwide toll-free consumer information service that provides a range of information about insurance questions such as life, auto, home, business and health insurance such as Medicare supplemental insurance. <b>800-942-4242</b>
<b>International Tremor Foundation</b>	An international nonprofit membership organization established to provide patient services and education and support research in tremor disorders. <b>800-457-6676</b>
<b>Legal Hotline for Older Floridians</b>	Operated by the American Association of Retired Persons (AARP), provides legal issues counseling and referral service by telephone to older Floridians. <b>305-576-5997</b> or <b>305-573-5800 fax</b>
<b>Leukemia Society of America</b>	Local chapters of the Society offer financial assistance to patients with leukemia and sponsor support groups for patients and family members. <b>800-955-4572</b>
<b>Library Services of the Blind &amp; Physically Handicapped</b>	Provides books in Braille, talking books, and other learning aids for blind or visually impaired individuals. <b>888-657-7323</b>

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<p><b>Long-Term Care Ombudsman Program</b></p>	<p>This federally mandated program is responsible for investigating and resolving complaints made by or on behalf of residents of nursing homes, assisted living facilities, and adult family-care homes. Ombudsmen volunteers maintain a presence in Florida's long-term care facilities by investigating and resolving residents' concerns, conducting annual administrative assessments, and offering in-service trainings on resident rights and education about the programs mission to protect the health, safety, welfare, and rights of long-term care facility residents. All services are free and confidential.  <b>Florida: 888-831-0404 or 850-414-2323</b></p>
<p><b>Lupus Foundation of America</b></p>	<p>Local chapters of the Foundation offer emotional support, encouragement, and information to patients and their families about this chronic inflammatory disease.  <b>800-558-0121; Spanish 800-558-0231 or <a href="http://www.lupus.org">www.lupus.org</a></b></p>
<p><b>Medic Alert</b></p>	<p>A worldwide nonprofit organization dedicated to providing personal medical information to protect and save lives.  <b>888-633-4298 or <a href="http://www.medialert.org">www.medialert.org</a></b></p>
<p><b>Medicaid</b></p>	<p>The state/federal program that provides health coverage for selected categories of people with low incomes. The Department of Children and Families Services, Office of Economic Self Sufficiency, determines Medicaid recipient eligibility. The Agency for Health Care Administration develops and carries out policies related to the Medicaid program. AHCA contracts with a fiscal agent that processes claims and enrolls non-institutional providers.  <b>AHCA 850-488-3560</b></p>
<p><b>Medicare</b></p>	<p>A national health insurance plan for persons 65 or older or disabled.  <b>Medicare Hotline: 800-633-4227</b></p>
<p><b>Mental Health &amp; Substance Abuse</b></p>	<p>The program administered by the Department of Children and Families. Addresses the needs of individuals who have serious mental illness and/or who experience behavioral and emotional disturbances.  <b>888-419-3456 or 850-922-7703</b></p>
<p><b>National Association for Hispanic Elderly</b></p>	<p>Works to ensure that older Hispanic citizens are included in all social service programs for older Americans. <b>215-765-9040</b></p>
<p><b>National Center for Vision &amp; Aging</b></p>	<p>A division of The Lighthouse, Inc. promotes the interests of older people with, or at risk of incurring, a visual impairment. <b>800-334-5497</b></p>
<p><b>National Committee to Preserve Social Security &amp; Medicare</b></p>	<p>An advocacy and education organization, dedicated to protecting and enhancing Federal programs vital to seniors' health and economic well-being: Senior Flash Hotline <b>800-966-1935</b> or <a href="http://www.ncpssm.org">www.ncpssm.org</a></p>

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<b>National Council on Aging</b>	Promotes research, advocacy, information, coalition building, etc. related to elder issues. <b>800-662-2620</b> or <a href="http://www.ncoa.org">www.ncoa.org</a>
<b>National Eye Care Project</b>	Provides referrals to local volunteer ophthalmologists for no-cost eye exams and care for eligible persons age 65 and older. <b>800-222-3937</b>
<b>National Hospice &amp; Palliative Care Organization</b>	Promotes quality care for terminally ill patients and provides information about hospice services available in the U.S. Hospices provide medical care for dying patients, as well as counseling and supportive services for the patient and family members. <b>800-658-8898</b> or <a href="http://www.nhpco.org">www.nhpco.org</a>
<b>National Institute of Neurological Disorders &amp; Stroke</b>	Part of the National Institute of Health, this is the Federal Government's principal agency for research on the causes, prevention, detection, and treatment of neurological diseases and stroke. <b>800-352-9424</b> or <a href="http://www.ninds.nih.gov">www.ninds.nih.gov</a>
<b>National Institute on Aging</b>	Part of the National Institutes of Health, this is the principal agency for conducting and supporting biomedical, social, and behavioral research related to aging processes and the disease and special problems of older people. <b>800-222-2225, 301-496-1752</b> or <a href="http://www.nia.nih.gov">www.nia.nih.gov</a>
<b>National Institute on Deafness &amp; Other Communication Disorders</b>	Part of the National Institutes of Health, this is the Federal government's principal agency for research and research training on normal mechanisms as well as disease and disorders for hearing, balance, smell, taste, voice, speech, and language. <b>800-241-1044</b> or <a href="http://www.nidcd.nih.gov">www.nidcd.nih.gov</a>
<b>National Kidney Foundation</b>	A nonprofit organization that promotes the prevention, treatment, and cure of kidney disease. <b>800-622-9010</b> or <a href="http://www.kidney.org">www.kidney.org</a>
<b>National Mental Health Information Center</b>	Established by the National Mental Health Association to meet the needs of the general public, consumers of mental health services and their families, and other concerned individuals. <b>800-789-2647</b> or <a href="http://www.mentalhealth.samhsa.gov">www.mentalhealth.samhsa.gov</a>
<b>National Multiple Sclerosis Society</b>	A nonprofit organization dedicated to the prevention, treatment, and cure of multiple Sclerosis (MS) and to improving the quality of life for people with MS and their families. <b>800-344-4867</b> or <a href="http://www.nmss.org">www.nmss.org</a>
<b>National Osteoporosis Foundation</b>	A volunteer health agency dedicated to reducing the widespread incidence of osteoporosis. <b>800-231-4222, 202-223-2226</b> or <a href="http://www.nof.org">www.nof.org</a>
<b>National Psoriasis Foundation</b>	A health organization supported primarily by people who have psoriasis to sponsor research and education programs for people with psoriasis and the general public and conducting programs to lessen

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	the impact of psoriasis in daily life. <b>800-723-9166</b> or <a href="http://www.psoriasis.org">www.psoriasis.org</a>
<b>Older Women's League (OWL)</b>	A national organization addressing the special concerns and needs of women as they age. <b>800-825-3695</b> or <a href="http://www.owl-national.org">www.owl-national.org</a>
<b>Prevent Blindness America</b>	Works to preserve sight and prevent blindness by sponsoring community services, offering education programs, and funding research. <b>800-331-2020</b> or <a href="http://www.preventblindness.org">www.preventblindness.org</a>
<b>Radon Program</b>	The state Radon program, which establishes radon measurement protocols, is located in the Department of Health. <b>800-543-8279</b>
<b>Retirement Housing Council</b>	An industry association representing Florida's proprietary retirement housing communities, their developers, managers, residents, and affiliated businesses. <a href="http://www.floridaretirement.com">www.floridaretirement.com</a>
<b>SeniorNet</b>	A national nonprofit educational organization founded to teach computer skills to older adults and to provide a means for older adults to access information and to form friendships within an online network community. <b>571-203-7100</b> or <a href="http://www.seniornet.org">www.seniornet.org</a>
<b>Seniors vs. Crime</b>	Formed in 1989 by the Attorney General and the American Association of Retired Persons, the program uses retired citizens not only to educate Floridians on consumer fraud but also to help in some consumer investigations. In addition, the volunteers regularly conduct seminars on how seniors can protect themselves from becoming crime victims. <b>800-203-3099</b> or <a href="http://www.seniorsvscrime.com">www.seniorsvscrime.com</a>
<b>Serving Health Insurance Needs of Elders (SHINE)</b>	A statewide network of trained volunteer counselors that provides the only source of free one-on-one, personal and confidential Medicare-related counseling assistance for Florida's Medicare beneficiaries, their families, and caregivers. The Department of Elder Affairs SHINE program is part of the national State Health Insurance Assistance Program (SHIP). <b>800-963-5337</b> <a href="http://www.floridashine.org">www.floridashine.org</a>
<b>Simon Foundation</b>	A nonprofit education organization that provides information about urinary and bowel incontinence to health professionals and the general public. <b>800-237-4666</b> or <a href="http://www.simonfoundation.org">www.simonfoundation.org</a>
<b>Skin Cancer Foundation</b>	A nonprofit public information organization that works to educate the public about the importance of detecting and treating skin cancer as early as possible. <b>800-754-6490</b> or <a href="http://www.skincancer.org">www.skincancer.org</a>
<b>Social Security Administration</b>	The Federal government agency responsible for the Social Security retirement, survivor's benefits, and disability insurance program, as well as the Supplemental Security Income (SSI) program. <b>800-772-1213</b> or <a href="http://www.ssa.gov">www.ssa.gov</a>

Agency or Service	Description / Contact Information
<b>State Human Rights Advocacy Center (SHRAC)</b>	Investigates allegations of violation of human rights, particularly for the mentally ill and disabled persons under 60 years old. <b>850-488-6173</b>
<b>Vision Council of America</b>	An organization dedicated to serving as a credible source of news and information on the health aspects of vision care. <b>866-826-0290</b> or <a href="http://www.thevisioncouncil.org">www.thevisioncouncil.org</a>
<b>Visiting Nurse Association of America</b>	Community-based and community-supported nonprofit home health care providers that provide quality care to all people, regardless of ability to pay. <b>202-384-1420</b> or <a href="http://www.vnaa.org">www.vnaa.org</a>
<b>U.S. Postal Inspection Service</b>	Responds to complaints from persons who have received fraudulent mail or been defrauded through the postal system. <b>800-372-8347</b> or <a href="https://postalinspectors.uspis.gov">https://postalinspectors.uspis.gov</a>