

Guide to Discharge Planning Partner Agencies

This list provides a brief summary of agency information that might be helpful for discharge planning. It does not represent all agency services or responsibilities. As agencies have additional responsibilities and information may change, it is recommended that links to websites be used to obtain more comprehensive and detailed information. All attempts have been made to link to reliable sources, but sites and URLs are subject to change or have technical malfunctions without warning. If there is advance notice for an event, links can be used to print the latest agency directories and contact information.

Agency	Programs / Services	Contact Information	Information / Links
Agency for Health Care Administration	Licensure and regulation long-term care facilities - Adult Family Care Homes, Assisted Living Facilities, Hospices, Hospitals, Nursing Homes	2727 Mahan Drive Tallahassee, FL 32308 (888) 419-3456 (Consumer Hot Line) http://ahca.myflorida.com	www.fdhc.state.fl.us/MCHQ/Emergency_Activities - For information related to emergency preparedness www.fdhc.state.fl.us/Contact/Maps - To find regional offices www.floridahealthfinder.gov/reports-guides/long-term-care.aspx - For a guide to long-term care providers www.floridahealthfinder.gov - To find facilities, providers and consumer information
	Licensure Home Health Agencies, Home Medical Equipment Providers, Nurse Registries		
	Online Emergency Status System (ESS), to allow health care providers to enter emergency-related information.		
	Medicaid pharmacy services		
	Medicaid and Managed Care Services		
Agency for Persons with Disabilities	Support Coordinators - Assistance in identifying needs and resources	4030 Esplanade Way Suite 380 Tallahassee, FL 32399 (850) 488-4257 or (866) 273-2273 http://apd.myflorida.com	http://apd.myflorida.com/region/ -To find a regional or field office. http://apd.myflorida.com/ddc - To find Developmental Disability Centers
	Funding for supports and services		
	Licenses group home residential facilities		
	Family support - Family Care Councils		
Alzheimer's Organizations	Information and referral	(800) 963-5337 (Elder Helpline) or www.alz.org/apps/findus.asp - To find a local chapter	http://elderaffairs.state.fl.us/doea/alz.php - For information on the Department of Elder Affairs Alzheimer's Disease Initiative and Resources
	Caregiver support		
	Case management		
	Education and training		
	Family nurse consultants		
Support groups			
American Red Cross	Training and education	American Red Cross National Headquarters 2025 E Street, NW Washington, DC 20006 (202) 303 5000	www.redcross.org – For information on programs and services www.redcross.org/where/chapts.asp - To find local chapters
	Disaster relief services		
	Mass care		

Agency	Programs / Services	Contact Information	Information / Links
Area Agencies on Aging	Designated Aging Resource Center for coordinated system of information and access to long-term care resources	(800) 963-5337 (Elder Helpline) or http://elderaffairs.state.fl.us/english/aaa.php - To find local area agencies	www.agingresourcecentersofflorida.org - To find information about and locations of Florida's Aging and Disability Resource Centers and service areas.
	Information and referral		
	In-home and community-based services		
	Caregiver support		
	Health prevention and elder rights		
County Emergency Management Offices	Programs to protect public and property from hazards	County Office Web sites www.floridadisaster.org/County_EM/county_list.htm	Link to individual county websites for specific programs and services. http://www.floridadisaster.org/disability/snhelterlist.html - For Special Needs Registry contacts
	Training, planning and preparedness		
	Coordinates local programs and services		
	Special Needs Registries		
Department of Children and Families	ACCESS (Automated Community Connection to Economic Self-Sufficiency) Access to public assistance programs (Food Stamps, Temporary Cash Assistance, Medicaid)	1317 Winewood Blvd. Building 1, Room 202 Tallahassee, FL 32399 (850) 487-1111 http://www.dcf.state.fl.us/	http://www.dcf.state.fl.us/programs/ - For a description of agency programs and services http://www.dcf.state.fl.us/regions/ - To find a region, circuit, or county contact www.dcf.state.fl.us/programs/cbc - For information and contacts for Community-Based Care Lead Agencies www.dcf.state.fl.us/programs/homelessness - For information on homelessness and contacts for Homeless Coalitions and Continuum of Care Lead Agencies www.dcf.state.fl.us/programs/samh/help.shtml - For information and resources to connect with local substance abuse and mental health services
	Adult and child protective Services		
	Adult mental health services		
	Foster Care services and Licensure of Medical Foster Care Homes		
	Homeless services		
	Family safety services		
	Abuse Hotline		
	In-home community services		
	Refugee services		

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Department of Education	Division of Blind Services (DBS) , Independent Living Services	325 W Gaines Street Turlington Building Suite 1114 Tallahassee, FL 32399 (850) 245-0300 http://dbs.myflorida.com	http://dbs.myflorida.com/independent-living - For information on the DBS Independent Living Services
	Division of Vocational Rehabilitation (DVR), Independent Living Program and Centers for Independent living (CIL)	2002 Old St. Augustine Building A Tallahassee, FL 32399 (850) 245-3338 (800) 451-4327 (V/TDD)	www.rehabworks.org/IL - For information on the DVR Independent Living Program and CIL locations and contacts
Department of Elder Affairs	Aging Resource Centers	4040 Esplanade Way Tallahassee, FL 32399 (850) 414-2000 http://elderaffairs.state.fl.us	http://elderaffairs.state.fl.us/does/pubs/sops.html - For a description of all programs and services. For CARES, LTCOP and AAA contacts and maps see Section A, General Overview
	Contracts for Area Agencies on Aging (AAA)		
	Long-Term care initiatives		
	Home and Community-Based Services		
	Long-Term Care Ombudsman Program (LTCOP)		
CARES (Comprehensive Assessment and Review for Long-Term Care Services)			
Department of Financial Services	Consumer Information and Helpline	200 East Gaines Street Tallahassee, FL 32399 (850) 413-3100 www.fldfs.com	www.myfloridacfo.com/Division/Consumers/UnderstandingCoverage/Guides/Default.htm - For consumer property insurance and natural disaster guides
	Fraud and Consumer Protection		
	Workers' Compensation		
Department of Health	County Health Departments (CHD)	2585 Merchants Row Blvd Tallahassee, FL 32399 (850) 245-4444 www.floridahealth.gov	www.floridahealth.gov/public-health-in-your-life/county-health-departments/CHDlisting.html - To find a local CHD www.floridahealth.gov/preparedness-and-response/community-preparedness/community-resilience/index.html or information and resources on Community Resilience including Vulnerable Populations, Special Needs Shelters, and Discharge Planning
	Evaluation and approval of CHD emergency plans		
	Health Care Practitioner Regulation		
	Emergency Preparedness and Community Support		
	Disease Control and Health Protection		
	Children's Medical Services		
	Medical Foster Children Case Management		
	Medical Disability and Medically Needy Determinations		
Community Health Promotion			

Agency	Programs / Services	Contact Information	Information / Links
Department of Veterans Affairs	Veterans' Benefits	11351 Ulmerton Road Suite 311-K Largo, FL 33778-1630 (727) 319-7440 www.FloridaVets.org	www.FloridaVets.org - To find Veteran's ALF and Nursing homes; County Veteran Services Offices; VA Medical Centers and Outpatient Clinics; VA regional offices; and more
	Link to federal and state veterans' information		
	Veterans' Domiciliary Home (ALF)		
	State Veterans' Nursing Homes		
Division of Emergency Management	Planning for and response to natural and manmade disasters	2555 Shumard Oak Blvd Tallahassee, FL 32399 (850) 413-9900 www.floridadisaster.org	www.floridadisaster.org/eoc/Update/Home.asp - For the Emergency Operations Center www.floridadisaster.org/DEMprograms.asp - For Emergency management programs www.floridadisaster.org/index.asp - For State Emergency Response Team Home
	Implementation of statewide Comprehensive Emergency Management Plan		
	Exercises to test state and county emergency response		
	Technical assistance to local governments		
	Emergency operations training for state and local governmental agencies		
	Mitigation programs		
Federal Emergency Management Agency (FEMA)	Temporary housing	FEMA Region IV 3003 Chamblee Tucker Rd Atlanta, GA 30341 (770) 220-5200 www.fema.gov	www.fema.gov/region-iv-al-fl-ga-ky-ms-nc-sc-tn - For Region IV Program contacts (includes Florida) www.fema.gov/assistance - For information on applying for assistance www.ready.gov/be-informed - For general disaster information
	Financial assistance for home repair and replacement		
	Small business disaster loans		
	Flood insurance and mitigation		
	Preparedness and Resource Planning		
	Training and Education		
Florida Alliance of Information and Referral Services	Link to statewide association of community 2-1-1 services	http://flairs.org http://211florida.org	http://flairs.org/resources.htm - To search for referral information and links to local 2-1-1 providers and service areas
	Specialized Information and Referral		
	On-line search for resources		
Florida Housing Finance Corporation	State Housing Initiatives Partnership Program (SHIP)	227 N. Bronough Street, Suite 5000 Tallahassee, FL 32301 (850) 488-4197 www.floridahousing.org	www.floridahousingsearch.org - To search for affordable housing, consumer information, and resources. Includes Assisted Living Facility and Adult Family Care Home search engines. www.floridahousing.org/SpecialNeeds - To find housing resources for persons with special needs
	Affordable rental housing programs		
	Disaster Recovery and Workforce Housing		
	Special Needs Housing Web site		
	Homeownership and Special Programs		

Agency	Programs / Services	Contact Information	Information / Links
Florida Office of Insurance Regulation	Regulation, compliance and enforcement of statutes related to the business of insurance and monitoring of industry markets	200 E Gaines Street Tallahassee, FL 32300 (850) 413-3140 www.floir.com	www.floir.com/siteDocuments/CCRCHyperlinkMap.pdf – To find a CCRC Facility
	Regulation of Continuing Care Retirement Communities (CCRC)		
Salvation Army	Disaster assistance	5631 Van Dyke Road Lutz, FL 33558 (813) 383-5624 http://disaster.salvationarmyusa.org	www.salvationarmyflorida.org - To find a local Salvation Army in Florida
	Emergency housing		
	Financial assistance		
	Training, education, and mass care		
	Spiritual and emotional support		
U.S. Department of Housing and Urban Development	Public Housing Authorities	To find Florida field offices www.hud.gov/localoffices.cfm#FL www.hud.gov	www.hud.gov/offices/pih/pha/contacts/states/fl.cfm - To find local Florida public housing authorities www.hud.gov/info/disasterresources_dev.cfm - To find information on HUD Disaster Resources
	Education and counseling		
	Rental assistance programs		
	Housing Choice Vouchers (Section 8 rent subsidies)		
	Grants		
U.S. Department of Veterans Affairs	Benefits	9500 Bay Pines Boulevard St. Petersburg, FL 33708 (727)-319-7400 or (800) 827-1000 www.va.gov	www.vba.va.gov/VBA - For information on Federal benefits http://nchv.org – For information on the National Coalition of Homeless Veterans http://www2.va.gov/directory/guide/state.asp?State=FL - To find Florida services and health system facilities
	Home loan guaranty program		
	Outpatient clinics		
	In home aid and attendance		
	Homeless veteran initiatives		
	Healthcare Network		