

MEMORANDUM OF UNDERSTANDING
BETWEEN
Senior Connection Center
AND
____Lake Wales Library ____

SECTION I – Purpose

The Florida Department of Elder Affairs (Elder Affairs), through the SHINE program, trains and certifies a network of Medicare and health benefit counselors, mostly volunteers who provide information, counseling and assistance regarding health insurance and health benefit options. These services are free of charge or obligation and provided to elders and their families. Regional SHINE programs, operated under contract through the state’s eleven Area Agencies on Aging, supervise and support local SHINE counselors.

The purpose of this agreement is to ensure the implementation of the Serving Health Insurance Needs of Elders (SHINE) program in communities throughout the state of Florida and to continue to develop and expand a framework of cooperation (“Partnership”) between Senior Connection Center Area Agency on Aging and the Lake Wales Library. This Memorandum of Understanding stands to establish the responsibilities of each entity within the Partnership and the terms and conditions under which the Partnership will operate. The Senior Connection Center Area Agency on Aging desires to expand SHINE activities to provide information and counseling assistance to Medicare beneficiaries and their representatives; position Florida elders to take advantage of prescription assistance and other health benefit savings programs; and effectively reach all Medicare-eligible community members, particularly the underserved.

In consideration of the above-shared interests, the Senior Connection Center Area Agency on Aging and ____Lake Wales Library.

SECTION II – Services

A. ____Lake Wales Library SHALL (*Please check all that apply under this agreement*):

- Identify individual’s likely eligible for Medicare Part D, LIS or MSP.
- Complete training on applicable benefit programs, statutory changes, and target populations.
- Provide direct LIS or MSP application assistance.
- Refer individuals to the Senior Connection Center Area Agency on Aging through the Florida Elder Helpline (1-800-963-5337) for counseling and assistance when a SHINE counselor is not available at the site.
- Support the Senior Connection Center Area Agency on Aging in developing or conducting outreach and enrollment activities.
- Display or distribute SHINE program and Medicare related materials.
- Provide a space conducive to conducting training and/or educational presentations.
- Provide counselors with access to office supplies and equipment to assist with the counseling process.
- Provide internet/email access at the site location (if necessary, at a reasonable charge).
- Provide suitable space to assure privacy when a counselor is serving a client. However, ____Lake Wales Library staff must be on site and available to assist the SHINE counselor, if needed.

B. Senior Connection Center Area Agency on Aging SHALL:

- Provide educational materials regarding the SHINE program as well as Medicare and related programs.
- Provide highly trained staff and/or volunteers to assist beneficiaries.
- Provide supervision, support and technical assistance for counselors.
- Ensure that counselors are available at the agreed upon location(s) for minimum number of hours per week.

- Continuously publicize services of the SHINE program through the Partnership and the availability of a SHINE counselor whenever possible.

C. Mutual Interest and Understanding:

The Lake Wales Library agrees that its employees and all other affiliates assisting with the SHINE program will comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule. The Lake Wales Library also agrees that any medical records or personal information given to its employees under the arrangements of this MOU shall be kept confidential and not divulged or made available to any individual or organization without the prior written approval of the Senior Connection Center Agency on Aging.

D. Non-Fund Obligating Document

This agreement is neither a fiscal nor a funds obligation document. Any endeavor or transfer of anything of value involving reimbursement or contribution of funds between the parties to this agreement will be handled in accordance with applicable laws, regulations, and procedures.

SECTION III – Contacts

The principal contacts for this agreement are:

Senior Connection Center
Contact Name: Amy Hagel
Address: 8928 Brittany Way, Tampa FL 33619

Community Support Provider: Lake Wales
Contact Name: _____
Address: 290 Cypress Garden Ln. Lake Wales FL, 33853

Phone: 813-676-5551
Fax:
Email: amy.hagel@sccmail.org

Phone: 863-678-4005
Fax:
Email:

SECTION IV – Modification/Termination

SCC and Lake Wales Library Mutually agree:

This Agreement may be terminated by either party upon no less than thirty days written notice, without cause. In the event that neither party designates different representatives after execution of this agreement, notice of the names and address of the new representative will be rendered in writing to the other party and said notification attached to originals of this agreement.

Senior Connection Center
Printed Name: Amy Hagel
Signature: _____
Title: SHINE Liaison & Volunteer Manager
Date: 07/15/2021

Lake Wales Library
Printed Name: _____
Signature: _____
Title:
Date: