

SUCCESS IN ADVOCACY

Incidentally, Reverend Berry was instrumental in having various faith-based institutions to provide new carpeting and other real property improvements to make Mr. Osteen's home more ADA compliant as well as to cover the difference in real improvements that the federal and state programs would not cover. Indeed, Mr. Osteen's only means of communications, a computer, was repaired through the efforts of members of the MP-LAC for Service Area 4.

Mr. Osteen had written a thank you note to SAC for protecting and advocating for a Floridian like him who has unique needs and who felt that the State's health and human services system had abandoned him and has given his permission to use his name, picture and story for use in this annual report.

HE SERVED...WE SERVE

A consumer was Baker Acted from a nursing home to a hospital because of aggressive behavior. The local advocacy council member working on this case discovered that the consumer was a veteran. After being stabilized in the hospital, the consumer was transferred to a veteran's administration nursing home, where he is rapidly improving. The consumer was pleased to discover his entitlement to veteran administration benefits he did not know were available.

RED TAPE CUT

A mother was having difficulty re-certifying her developmentally disabled daughter's Medicaid. A local advocacy council member contacted the mother. The member walked the paperwork through the system and within 24 hours, the Medicaid was reestablished allowing the recipient to receive her medications in a timely manner.

MONEY RECOVERED

A member of the local advocacy council for mental health received a complaint from a mentally ill person in an assisted living facility alleging that there was a substantial amount of Social Security monies missing that were being intercepted by the assisted living facility owner. The client also indicated that she had been forced to work at the assisted living facility without pay. The local advocacy council member interviewed the client and discussed the matter with the assisted living facility owner who admitted receiving the funds but had incomplete bookkeeping and questionable receipts. The local advocacy council member filed a complaint on behalf of the client with Adult Protective Services. The investigation concluded that the client had been forced to work without pay and the owner had misused over \$11,000 of the client's Social Security benefits. The owner has been criminally charged.