

**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN**  
Aging and Disability Resource Center of Broward County  
**AND**  
Northwest Focal Point Senior Center District

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**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 Aging and Disability Resource Center of Broward County and the **Northwest Focal Point Senior Center District**.

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 Aging and Disability Resource Center of Broward County 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 Aging and Disability Resource Center of Broward County and the **Northwest Focal Point Senior Center District** agree as follows:

**SECTION II - Services**

**A. Northwest Focal Point Senior Center District** SHALL (*Please check all that apply under this agreement*):

- ☒ Identify individuals 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 Aging and Disability Resource Center of Broward County 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 Aging and Disability Resource Center of Broward County 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.
- ☒ Continuously publicize services of the SHINE program through the Partnership and the availability of a SHINE counselor whenever possible.

**B. Aging and Disability Resource Center of Broward County SHALL:**

- Educate and train staff of the Community Support Provider about SHINE, Medicare Part D, LIS and MSPs.
- 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 **Northwest Focal Point Senior Center District** \_ 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.

**Northwest Focal Point Senior Center District** 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 Aging and Disability Resource Center of Broward County.

**D. Non-Fund Obligor 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. There are no such endeavors and added terms.

**SECTION III - Contacts**

The principal contacts for this agreement are:

Aging and Disability Resource Center of  
Broward County:

**Contact Name:** Gloria Ayan

**Address:** 5300 Hiatus Road,  
Sunrise, FL 33351

**Phone:** 954-745-9567

**Fax:** 9547459584

**Email:** [ayang@adrcbroward.org](mailto:ayang@adrcbroward.org)

**Community Support Provider:** **Northwest Focal Point Senior Center District**

**Contact Name:** Terry Lieberman

**Address:** 6009 NW 10 Street, Margate, 33063

**Phone:** 954-973-0300

**Fax:** 954-969-0242

**Email:** [tlieberman@margatefl.com](mailto:tlieberman@margatefl.com)

**SECTION IV - Modification/Termination**

Modifications within the scope of the agreement shall be made by mutual consent of the parties, by the issuance of a written modification, signed and dated by all parties, prior to any changes being performed. Any of the parties, in writing, may terminate the agreement in whole, or in part, at any time before the date of expiration.

The parties agree that the Partnership is mutually beneficial and agree to the terms specified herein. This agreement will become effective on the date signed by both parties and remain in effect for one full year.

Aging and Disability Resource Center of  
Broward County

**By:** Charlotte Mather-Taylor

**Title:** Executive Director

**Date:**

Northwest Focal Point Senior Center District

**By:**

**Antonio V. Arserio**

**Title:** Board Chair

**Date:** 2/4/2026