

**SHINE** (Serving Health Insurance Needs of Elders)

**1-800-963-5337**

<http://www.floridashine.org>

***Our Award-Winning SHINE Program Can Help You Understand  
Your Medicare and Other Health Insurance Choices***



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## **Volunteers Needed !**

Do you want to join a winning team? Do you like to help others resolve problems? Are you looking for a volunteer opportunity that enables you to make a real difference in the lives of elders in your community? If you answered, "yes" to all of these questions, then the Florida Department of Elder Affairs may have the perfect volunteer opportunity for you!

The Department is recruiting volunteers for its award-winning **SHINE** (Serving Health Insurance Needs of Elders) Program. **SHINE** is a Medicare and health insurance information, counseling and assistance program that is part of the Department's positive aging campaign. **SHINE** reflects the Department's commitment to promote elder independence by empowering them to make informed decisions on health care issues.

Currently, there are approximately 400 dedicated **SHINE** volunteers statewide who provide services to Medicare customers, their families and caregivers. **SHINE** volunteers perform a variety of functions, including: providing information, counseling and assistance; making educational presentations to community groups; distributing materials at health fairs, senior fairs and outreach events; and assisting with general program support. Volunteer assignments are matched to the skills and interests of the volunteer.

**SHINE** supports its volunteers with a statewide network of paid staff and volunteer coordinators. The Department of Elder Affairs provides training, technical assistance and supervision. Volunteers receive local support from the Area Agencies on Aging. Trained volunteer coordinators provide day-to-day supervision and oversight.

**SHINE** requires a significant commitment from its volunteers. In addition to passing background checks and completing an Introductory and 3-day training session, volunteers must attend refresher trainings and local meetings. However, the rewards for volunteer services are plentiful. Since the program's inception in 1993, SHINE volunteers have assisted more than 900,000 elders and their caregivers. In addition to saving elders millions of dollars, they have brought peace of mind to people who have been caught up in the Medicare maze.

### *Mission Statement*

*To provide free and unbiased health insurance counseling  
through a dedicated network of volunteers, empowering  
Florida Seniors to make informed healthcare choices.*

**SHINE** volunteers have received numerous awards for service, including the CMS Beneficiary Services Award of Merit, Florida's Golden Choices and Ambassadors for Aging awards, The Points of Light Award, J.C. Penney Community Services awards, and the Davis Productivity awards.

**FOR MORE INFORMATION:**

To request **SHINE** services or inquire about volunteer opportunities with **SHINE** in your community, contact:

**1-800-96-ELDER (1-800-963-5337)**

The Florida Elder Helpline

For general information about **SHINE**, please contact:

The Florida Department of Elder Affairs

**SHINE** Program

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<http://www.floridashine.org>

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**SHINE** (Serving Health Insurance Needs of Elders) is a program of the Florida Department Of Elder Affairs, funded through a grant from the federal Centers for Medicare & Medicaid Services, and operated by partnership with the state's 11 Area Agencies on Aging.

