

# Notice of Instruction

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Notice of Instruction Number: 081209-Silver Alert Notification System Change-KP

**TO:** All Provider Agencies  
**FROM:** Katie Parkinson, Director of Program Management  
**DATE:** August 12, 2009  
**SUBJECT:** ListServ is Replacing the Silver Alert Email Notification System

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The purpose of this Notice of Instruction is to inform you that the Department of Elder Affairs (DOEA) has planned improvements to the Silver Alert notification system, a system initially rolled out October 8, 2008, by Governor Crist's Executive Order to help authorities quickly find missing elders who suffer from dementia or other cognitive impairment.

Currently, upon receipt of a Silver Alert email, the Department forwards the email to the Area Agencies on Aging (AAAs) Silver Alert GroupWise accounts. In addition, an email is sent to each lead agency that provided an email address to the Department.

Beginning today, the existing GroupWise-based Silver Alert notification system will be replaced by a ListServ system that will be administered by the Department, will be available 24 hours a day and will allow all interested parties to subscribe to receive Silver Alert notifications. This will make Silver Alert notifications available to a larger audience and will eliminate the need for email account maintenance by the Department and the AAAs for this purpose.

The new ListServ will begin operation effective this date. In order to ensure each provider agency receives a Silver Alert, WCFAAA will be enrolling all designated Project Directors within Planning and Service Area 6. Any additional Provider Agency staff interested in receiving Silver Alert email notifications will need to subscribe to the ListServ. **The GroupWise system and the ListServ will both be in operation (i.e., will overlap) for one month (August 12, 2009 – September 13, 2009).** Beginning September 14, 2009, Silver Alert emails will no longer be sent to your GroupWise Silver Alert email account; notifications will only be sent to those who subscribed to the ListServ. Between August 12, 2009, and September 13, 2009, all individuals who currently receive Silver Alert notifications will also be notified of the ListServ and their need to subscribe to the ListServ in order to continue receiving alerts after September 13, 2009. The decision to overlap the two systems for a one-month period will also allow you to update information about Silver Alert on your websites and provide time to notify other parties of this change.

The Department has set up a web page that describes the Silver Alert ListServ and how to subscribe and unsubscribe. A link to this page will be put on the Department's Internet home page on August 12, 2009. The address to the ListServ page is as follows:  
<http://lists.elderaffairs.org/listmanager/listinfo/silveralert>.

Thank you for your attention to this important matter.