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Other key activities took place in 2019 including ElderSource being accepted into the Risk Management Cohort through the Nonprofit Center funded by the Community Foundation. A four-member team from ElderSource has attended two workshops and completed a risk inventory. The risk inventory has been shared with the full management team for prioritization. Next is the development of a risk management plan with another workshop and webinars with the consultants.

We have also been active with the Dementia Care and Cure Initiative work. We co-chair the task force and submitted a grant to the Community Foundation on behalf of the task force to be able to implement a Memory Café the New Town Success Zone of Jacksonville in partnership with Mayo Clinic.

Three other grants have also been submitted so far this year: Mutual of America Collaboration Award, Florida Blue Foundation to install the accessibility buttons in the building, and Mayo Clinic Foundation to implement Health Rhythms, an evidence based drum circle that includes training and drum sets for staff and providers.

This year we completed the Request for Proposals (RFP) for all contracts for services in Clay County and smoothly transitioned to working with a new provider for that county on an ongoing basis. The transition went smoothly with no clients or services dropped.

We implemented a new HR system and performance review system that while both are a tremendous step forward for the organization has been a time consuming process. We are now embarking on the Affirmative Action plan requiring changes to our hiring, promoting and termination process which involves significant tracking.

We started working with the UNF Center for Aging on the development of the Professional Industry Certification/Certificate of Completion that will be co-branded and offered through EI. We hope to begin curriculum development the second half of 2019 with a 2020 launch.

Leadership have been implementing tools to streamline activities and increase efficiency such as implementing appointment scheduling software in the ADRC to schedule appointments for the screeners conducting client assessments. This and other steps has improved our situation with overdue assessments for which we were under corrective action and will have resolved before the next DOEA monitoring visit.