

ElderSource (Area Agency on Aging)  
Board of Directors  
Governance Committee Meeting  
Thursday, November 7, 2019, at 10:00 AM  
Training Room  
ElderSource  
Jacksonville, Florida

Minutes

Present:

Dr. Sue Krall, Chair  
Walette Stanford

Absent:

Janet Adkins-Excused

Staff:

Linda Levin, Chief Executive Officer  
Jessica Del Rio, Executive Administrative Assistant

**CALL TO ORDER:**

Dr. Sue Krall, Chair, opened the meeting of the Governance Committee at 10:00 A.M. A quorum was present.

**Board Member Application**

The Committee members reviewed the application for Jackie Whyte. Sue reminded everyone that Jackie is an active Honorary Life Time Member, attending Board and Committee Meetings. Jackie lives in Flagler County.

**Motion**

Walette moved to approve Jackie Whyte's application to the ElderSource Board of Directors effective January 2020. Sue seconded the motion. The motion carried without opposition.

**Board Member Mentorship**

Linda reviewed a policy and procedure for Board Member Mentorship. She asked the Committee consider whether or not to continue using this policy and procedure. Sue mentioned that in the annual Board Assessment Survey there was a comment that mentioned they would like to have more guidance and preparation. Walette recommended that we bring the policy and procedure to the Board for their opinion.

**ADJOURNMENT:**

Having no further business, the meeting adjourned at 10:25 A.M.  
Ms. Jessica Del Rio, ElderSource Executive Administrative Assistant, prepared the minutes.



**ElderSource  
BOARD OF DIRECTORS APPLICATION**

**I. Your Contact Information:**

Name: Jacqueline L. Whyte

Home Phone: 386-437-2222

Business Phone: \_\_\_\_\_

Home Address: 13 Ramrock Lane

Business Address: \_\_\_\_\_

Occupation: Ret. Federal Prog Mgr

Email: whytewaters@hotmail.cc

**II. Demographic and Diversity:** The following information is for reporting to our funder (the Florida Department of Elder Affairs) and to ensure we have a diverse board with members representing various parts of our community and the elders we serve.

Date of Birth: 02/05/45

Race/Ethnicity:  White  African American  Hispanic  Asian  Mixed Race  Other \_\_\_\_\_

LGBT:  Yes  No (optional)

**II. Your Background (Please attach a resume)**

Are you a veteran?:  Yes  No

What is your area of expertise either through work or education?

- |  |                      |                     |        |
|--|----------------------|---------------------|--------|
| Accounting   | Investment           | Finance             |        |
| Marketing  | Website Development  | Fundraising         | IT/MIS |
| Planning   | Business Development | Law (specify type): | _____  |
| Other: <u>Strategic Planning; Project Mgmt; Community Advocacy; Older American Act</u> |                      |                     |        |

What sector would you say you represent?

- |   |              |            |                  |
|---|--------------|------------|------------------|
| Health Care   | Business     | Government | Higher Education |
| Faithbased Organization   | Disabilities |            |                  |
| Other: <u>Business &amp; Social Services for Seniors; Faithbased &amp; Community Org.</u> |              |            |                  |

Please list other community boards and committees you currently serve on, and years of involvement:

none - 2008-2018 Flagler Rep on ElderSource Board of Dir -

List other aging agencies and or other community activities in which you have been involved:

Volunteer Coordinator of Senior Services for First Church of Palm Coast. Working relationship with Flagler County

Community Service Agencies & Assisted Living facilities

List three references:

Name	Phone Number
Rev. Gillard Glover - First Church of Palm Coast	386-443-5759
Sophia Burton - Owner of Asst. Living Homes	516-223-9408
Lloyd Freckleton-Board Member Daytona State College	386-439-9661

**III. Your Ability to Serve:**

- I am able to regularly attend bi-monthly Board meetings.  Yes  No
- I am able to serve on Committees in addition to Board meetings.  Yes  No
- I am be able to commit to additional time for training and retreats.  Yes  No
- I understand I am expected to make a financial commitment meaningful to me.  Yes  No

**IV. Your Views on our Organization (use reverse side for additional comments):**

What is your interest in the Northeast Florida Area Agency on Aging d/b/a ElderSource?  
 Assist in the implementation of the most recent strategic plan. Continue on all levels the Board support and motivation of ElderSource full staff, volunteers and CEO + VP CEO. Participation in all Board training and focused statewide service improvements.

Please write a brief statement of your understanding of the mission of the organization:

I see ElderSource as the State's leading regional focal point in directing, servicing, advocating for & planning state improved coordination for all seniors, disabled citizens & caretakers. By continuing to be a model agency our influences will drive needed state & national coordination of services affecting our targeted population on all levels.

Signature: Jacqueline L Whyte Date: 10/25/19

Please attach a resume. - Resume is on file

# ElderSource

## Policy and Procedure

Area: Board	No.	No. of Pages: 4
Title: Board Mentoring Program	Issued: July 15, 2009	Revised:

Policy: This mentoring program is intended to be a useful way of helping new volunteers adjust to their new responsibilities as a volunteer board/committee member. Whether it is navigating the many programs available at ElderSource or just knowing the different departments, assistance from a well-respected board member can be an invaluable supplement to understanding the duties as a board member. ElderSource's success will depend on the new board members, their mentors and our employees all taking an active role in the acclimation process. The responsibilities of each are outlined below.

### Procedures:

#### I. Before program starts:

- STEP 1: Know exactly why ElderSource wants a mentoring or coaching program, and design the program goals accordingly;
- STEP 2: Decide exactly what you want and expect from your mentors and mentees, and communicate this effectively;
- STEP 3: Match mentors and mentees in a way best designed to ensure success; and
- STEP 4: Manage the mentoring / coaching relationship appropriately.

#### II. The Responsibility of the Governance Committee

As soon as the appointment is made, the Governance Committee assigns a mentor. The Governance Committee is responsible for advising new board members on matters pertaining to their responsibilities. As the mentor may also be asked to provide informal advice, it is also the Governance Committee's responsibility to see that mentors have current information on ElderSource operations.

#### III. The Responsibility of the Mentor

The mentor should contact the new board member in advance of his/her arrival at the first board/committee meeting and then meet with the new board member on a regular basis over at least the first 6 months. The mentor should provide informal advice to the new board member on aspects of board responsibility and

committee work or be able to direct the new board member to appropriate other individuals. Often the greatest assistance a mentor can provide is simply the identification of which board member or staff one should approach for which task. There is no evaluation or assessment of the new board member on the part of the mentor, only supportive guidance and constructive feedback.

#### IV. The Responsibility of the New Board Member

The new board member should keep his/her mentor informed of any problems or concerns as they arise.

#### V. About the Mentor

A. The most important tasks of a good mentor are to help the new board member acclimate to ElderSource. Although the role of mentor is an informal one, it poses a challenge and requires dedication and time. A good relationship with a supportive, active mentor can contribute significantly to a new board member's understanding of the mission of ElderSource and personal satisfaction in their role as a volunteer.

#### B. Qualities of a Good Mentor

- i. Accessibility – the mentor is encouraged to make time to be available to the new board member. The mentor might keep in contact by dropping by, calling, sending e-mail, or extending a lunch invitation.
- ii. Networking – the mentor should be able to help the new board member become familiar with other members of the board and ElderSource personnel, where appropriate.
- iii. Independence – the new board member's intellectual independence from the mentor must be carefully preserved.

#### VI. Goals for the Mentor

##### A. *Short-term goals*

- i. New board member's familiarization with ElderSource and its mission.
- ii. Networking—introduction to colleagues, identification of other possible mentors.

- iii. Developing awareness—help new board member understand policies and procedures that are relevant to his/her responsibilities as a volunteer.
- iv. Constructive criticism and encouragement, compliments on achievements.
- v. Helping to sort out priorities—budgeting time, balancing work, family and other volunteer activities.

*B. Long-term goals*

- i. Developing comfort, respect and accountability within the Board.
- ii. Achieving personal goals as a volunteer.

VII. Benefits for the mentor

- A. Satisfaction in assisting in the development of a colleague
- B. Ideas for and feedback about the mentor's own position in the organization
- C. A network of colleagues who have passed through the program
- D. Retention of excited, informed and excellent board members
- E. Enhancement and understanding of committee responsibilities

VIII. Changing Mentors

In cases of changing commitments, incompatibility, or where the relationship is not mutually fulfilling, either the new board member or mentor should seek confidential advice from the Membership Committee. It is important to realize that changes can and should be made without prejudice or fault. The new board member, in any case, should be encouraged to seek out additional mentors as the need arises.

IX. Typical Issues for both mentor and mentee

- A. How does one establish an appropriate balance between work, home and committee work? How does one say "no?"
- B. What criteria are used for volunteer excellence, how is volunteer activity evaluated?
- C. How does one obtain feedback concerning volunteer role? What resources are available for volunteer enhancement?
- D. How does one identify and recruit good volunteers? What should one expect from volunteer board members? What is required in the mentoring program?
- E. What committees should one be on and how much committee work should one expect?
- F. What social events occur at or related to ElderSource?

- G. What seminars and workshops does ElderSource organize?
- H. What about volunteer work at the local senior center in conjunction with board membership?

(Patterned after the UCSD faculty mentoring program)