

2018 Impact Report



ElderSource

start here for help

*Making a difference in the lives of seniors,
caregivers and persons with disabilities living
in Baker, Clay, Duval, Flagler, Nassau,
St. Johns and Volusia Counties since 1974.*



Dear Friends, Families and Community Leaders:

Looking back on the history of ElderSource, the word “responsibility” comes to mind. For us at ElderSource, I believe our agency’s Guiding Principles – our standards of behavior – define us and are directly tied to what we deem to be most important: our clients, our community, our staff and volunteers.

As the Area Agency on Aging and the Aging and Disability Resource Center for Northeast Florida, we are ever mindful of the responsibility we have to fulfill our mission and operate in a manner that reflects our integrity, commitment and accountability to those we serve. We take this responsibility very seriously, making sure we are good stewards of our resources, financial and human, ensuring those in greatest need are getting the services they need.

We are very pleased with all that we have accomplished since our establishment in 1974. While much has been achieved, we look forward to being able to continue to serve and fulfill our responsibility to help those who need us.

Thank you! We value your friendship and support.

Sincerely,

Linda J. Levin, M.S.G.
Chief Executive Officer



MISSION

To empower people to live and age with independence and dignity in their homes and community.

VISION *Older adults and adults with disabilities are valued and have the resources they need to live with dignity and security in an age and ability-friendly community.*

GUIDING PRINCIPLES

We Value:

- Those we serve
- Excellent and responsive service
- Honesty, integrity and professional behavior
- Results and accountability
- Proactive, innovative and visionary efforts
- Community collaboration
- The knowledge, loyalty, commitment and unselfish team spirit of staff, volunteers and providers
- Our role as the leader in the aging network

Dear Friends of ElderSource:

The dedication and compassion of our board members, staff and volunteers in 2018 was exceptional. There was much to recover from – Hurricane Irma – much to celebrate, and a tremendous amount of planning in order to address the needs of our aging communities.

The memory of how Hurricane Irma in September 2017 impacted our area may have faded. However, a significant amount of work in early 2018 was helping seniors affected by this natural disaster. With almost \$425,000 from a collection of agencies, ElderSource and our partner agencies assisted over 200 seniors with tree removal, food and appliance replacement and minor home repairs.

The year was overflowing with opportunities to celebrate and relive success stories and honor individuals and organizations who are doing great work on behalf of our older adults. Funding from the Jim Moran Foundation and the J. Wayne and Delores Barr Weaver Senior to Senior Fund helped hundreds of seniors overwhelmed by unexpected financial crises. One such client was living alone and isolated in Baker County and confined to her home due her cumbersome oxygen equipment. Senior to Senior purchased a portable oxygen concentrator so she could travel more easily on public transportation. There are so many more of these amazing client success stories.

ElderSource celebrated several successes including the receipt of \$400,000 for the fourth year in a row to alleviate those on the waitlist for home delivered meals; and a \$210,000 two-year grant from the National Council on Aging to help screen older adults for a variety of benefits such as SNAP and emergency home energy assistance. The National Area Agencies on Aging (n4a) recognized ElderSource with the “Moving from Diversity to Inclusion” Award honoring the agency’s efforts to ensure our workforce and our services are more than just diverse, but inclusive.

Let’s not forget our 2018 *A Night with the Stars* Luminaries, professional caregivers who were honored for their daily service and care to seniors in the community. The funds raised that evening are making it possible for us to start a Virtual Caregiver Support Group.

While much has been accomplished and celebrated this past year, we are moving full steam to tackle the challenges ahead. ***Cheers to 2018 and here’s looking at great things yet to come!***

Stu Gaines

Board Chair



INCLUSION STATEMENT

ElderSource values all people – including but not limited to all nationalities, socio-economic backgrounds, abilities, races, genders, religious perspectives, sexual orientations and gender identities – in everything we do. We welcome the unique insights and perspectives of all persons in our quest to fulfill our mission.

Connecting Through the HelpLine

As the Area Agency on Aging for northeast Florida, ElderSource is responsible for identifying the needs of older adults and their caregivers and developing plans to address the needs with the support of area partner agencies.

Most people connect with us by calling our Aging and Disability Resource HelpLine where we help older adults and adults with disabilities. Our Customer Service Specialists listen carefully to each caller, asking additional questions to make sure we understand and address their concerns.

389,917 HOME delivered **MEALS** area SENIORS saved over **\$5 million** on Medicare Part D and **\$2.6 million** from the Medicare Savings Plan (MSP)

ADRC
helpline
ANSWERED
42,789
CALLS

22,505 called for **INFORMATION** and **RESOURCES**

163 PEOPLE
received help from the
Senior to Senior Program

70 veterans
received support from the **Veteran Directed Home and Community Based Services** program

37,901
hours of **personal care** services were administered

SHINE volunteers made over **12,000 contacts** to individuals seeking help with their **Medicare benefits**

Note: All figures are from 2018.

79,674 HOURS
of home making services were provided

47 volunteers
make up the **SHINE team**, giving back and making a difference in the **lives of seniors**

SHINE – An Important Resource for Thousands of Seniors

People turning 65 often do not know where or how to start the process to activate their Medicare benefits. Others have challenges understanding their benefits and determining if their current plan is the best one for them. The SHINE program — Serving Health Insurance Needs of Elders — offers free and unbiased counseling to those needing further guidance and support. In 2018, SHINE volunteers engaged in over 12,000 counseling sessions.



“Generally, when people turn 65 and become eligible for their Medicare benefits, they have no clue as to how to sign up; they are confused and simply do not understand the process and the benefits they are entitled to.

“I am a very busy volunteer and it is really satisfying when I can help someone save quite a bit of money.”

Harry Drake, SHINE Volunteer

Stepping Up By Stepping Out



LGBT Elder Friendly Certified Business

ElderSource Institute was formed in 2015 as the educational and training arm of our parent company, ElderSource. We collaborate to provide training, education, evidence based programming, and resources for older adults, caregivers, people serving older adults, as well as people who care about their own aging.

One of the key initiatives for 2018 was the launch of the *LGBT Elder Friendly Certified Business Program*. The certification program is offered to any business and provides unique training on how to ensure their business practices are inclusive and aims to eliminate the barriers faced by LGBT older adults. To be certified, businesses must undergo the ElderSource Institute LGBT Elder Cultural Competency training, adopt inclusive business policies, and display an outward symbol and images of equality and inclusion. The HelpLine is then able to defer LGBT calls to resources they can trust.

2018 Photo Gallery



Caregivers Honored at A Night with the Stars Event

With over 220 guests in attendance, the 2018 *A Night with the Stars* was an amazing evening of celebration honoring caregivers and elder advocates in the community who make a difference in the lives of the seniors they serve. ElderSource recognized over 40 Luminary nominees and 26 Luminary winners. Funds raised were used to support family caregivers.



Helping Seniors Stay Safe

ElderSource and the Jacksonville Public Library hosted a free community workshop on how not to get scammed in conjunction with World Elder Abuse Awareness Day, June 15. More than 100 people attended the workshop held at the Jacksonville Public Library Beaches Branch.



Hurricane Relief Recognition

Congressman Al Lawson (right), Jr. awarded ElderSource a Certificate of Special Congressional Recognition for the agency's dedicated work in helping seniors with disaster recovery from Hurricane Irma. ElderSource helped assist 224 seniors in 2018 who were still recovering from the aftermath of Hurricane Irma.

Pictured: ElderSource Staff Phyllis Kennebrew (right) and CEO Linda Levin (center).



Healthy Eating for Successful Living

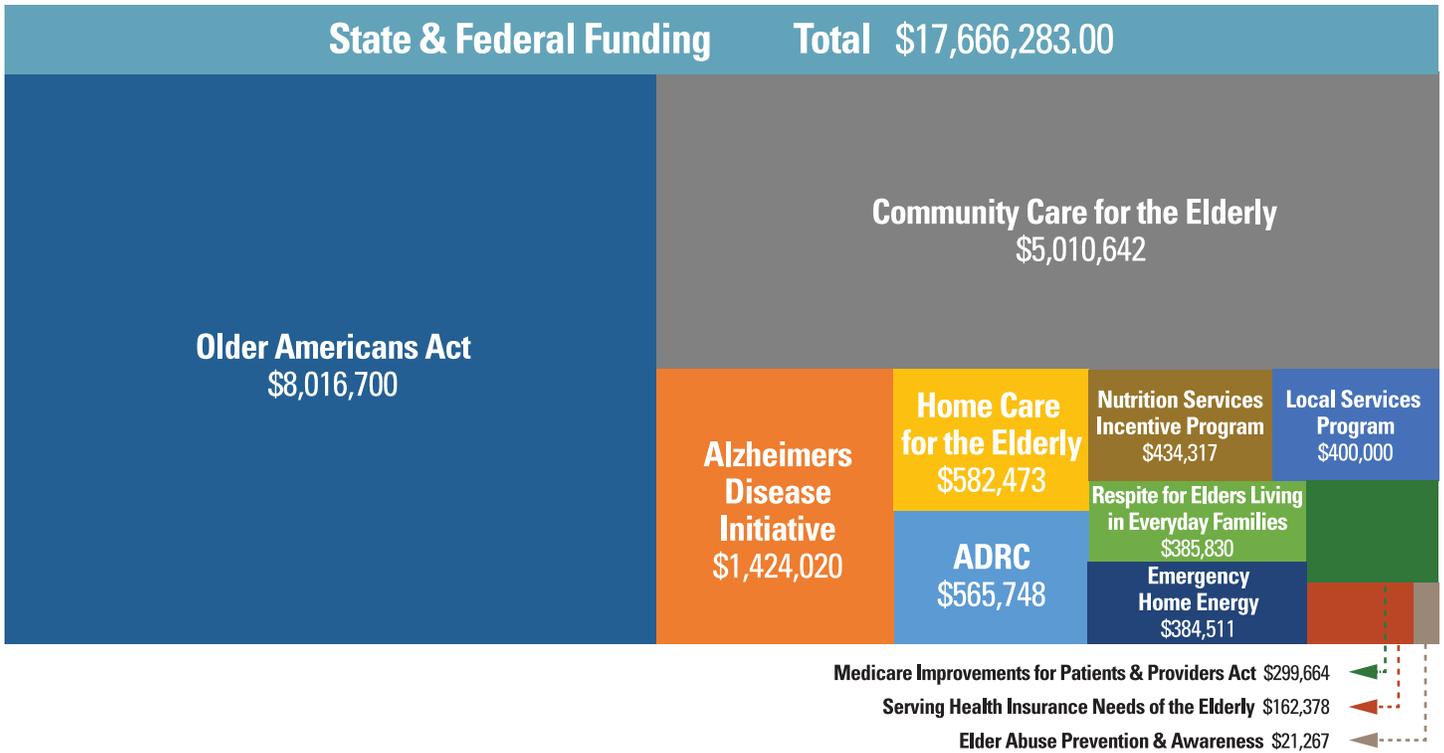
ElderSource Institute offered a six-week educational and support program that encouraged participants to learn and implement eating and activity behaviors that support heart and bone health. Almost 100 people participated. This program was supported by a grant from the Grace H. Osborn Endowment through the Community Foundation of Northeast Florida.

GenSilent

Mayo Clinic and ElderSource Institute co-hosted the screening of "GenSilent," a film documenting how LGBT older adults face various challenges as they age. A panel discussion followed with experts sharing what is needed to ensure that LGBT elders receive care in safe and welcoming environments.



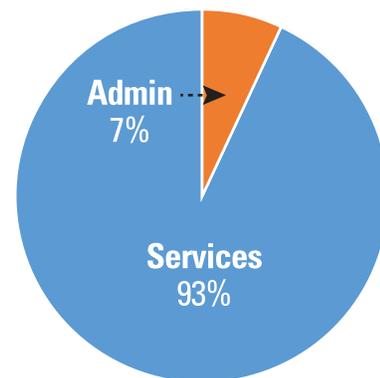
Financials



Other Funding

Disaster Recovery	\$190,449.00
Crisis Funding	\$195,000.00
United Way Meals	\$100,000.00
Community Foundation LGBT	\$31,925.00
Care Transitions Coaching	\$28,800.00
Benefits Enrollment Center	\$70,000.00
Veterans Directed Care	\$1,472,781.00
Supplemental Nutrition Assistance Program	\$8,078.00
United Way Dental	\$25,000.00
Total	\$2,122,033.00

Funding Distribution for Administration to Services



Success Through Support

So many seniors face an unexpected financial crisis forcing them to choose between paying for basic living needs and tackling the financial predicament that is draining their resources. The Senior to Senior Fund, a special program established by the J. Wayne and Delores Barr Weaver Foundation through the Community Foundation of Northeast Florida and supplemented by a grant from The Jim Moran Foundation, came to the rescue of 163 seniors in 2018.



Love and Support Comes from Far Away ElderSource received an unusual donation from an unlikely source – employees of the Michigan Department of Health and Human Services. Moved by the plight of seniors still trying to recover from Hurricane Irma, the city employees reached out to ElderSource — finding us through Google — to provide a donation of \$1,000 to help someone in need. Working with the ElderSource Senior to Senior Program staff, a husband and wife were able to have huge trees removed before the current hurricane season began.



Meet Ms. Della Ms. Della moved to Jacksonville from Atlanta after her senior living facility became infested with bed bugs and other insects. She had to throw away all of her furniture when she moved. Ms. Della found an apartment; however the rent was half of her Social Security income leaving little to create a new home. The only furniture she had was a reclining chair and plastic crates to hold clothing and to create end tables for her apartment. The Senior to Senior Program helped Ms. Della purchase a bed, dresser, sofa and end tables. Her newly-furnished apartment finally felt like home.



Ramping It Up Ms. Patricia is 60 years-old, legally blind and uses a wheelchair. She has multiple health conditions and limited mobility due to a stroke. Ms. Patricia rarely leaves home and when she does, her mother and aunt have to lift her wheelchair over the steps leading out of the house. Not only does this situation isolate her, but it is unsafe for everyone. ElderSource received a call from another nonprofit organization suggesting the agencies work together to build a ramp for Ms. Patricia. Success! A ramp was completed with funds from the Senior to Senior Program and additional resources from the partnering agency.



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