



ELDERSOURCE  
IMPACT  
REPORT 2021



ElderSource  
*start here for help*



# SUCCESS STORIES >>

Every year the ElderSource Senior to Senior Fund helps hundreds of seniors facing financial crises regain their dignity and independence by offering them short-term assistance. The Senior to Senior Fund is a program supported by the J. Wayne and Delores Barr Weaver Senior to Senior Endowment at the Community Foundation for Northeast Florida. It receives supplemental funding by a grant from the Jim Moran Foundation. In 2021, this Fund gave a lift to more than 200 seniors who needed assistance paying their rent or utilities, food assistance, help with dental work, and so much more. Here are some of their stories.

## A LEAKY REPAIR

Ms. Brown's den became flooded from an unexpected leak in her hallway bathroom and she was forced to reach out for help.

"Initially I didn't know where the leak was coming from," Brown said.

It wasn't until she moved furniture in her den to mop up the water that she realized the source of the leak was inside her walls.

Because the leak was out of sight, Ms. Brown discovered that the gradual drip from her bathtub pipes caused the wood paneling inside the wall to deteriorate. Her first attempt to get help was filing a claim through her homeowner's insurance. After the damages had been assessed, the insurance company would not cover the damages.

She then reached out to United Way's 211 for assistance. They referred her to the nonprofit Hart Felt Ministries which worked with a plumbing company to get a quote for the repairs. Hart Felt Ministries then partnered with ElderSource's Senior to Senior Fund to help pay for the repairs.

"I feel blessed to have ElderSource help me because repairs can be costly," said Brown. "Everyone that helped me was very kind and supportive throughout the whole process."



*Ms. Brown got emergency help through the Senior to Senior Fund.*

## A GRATEFUL BLESSING



*Mr. Riccardo got emergency help through the Senior to Senior Fund.*

After unexpectedly being rushed to the emergency room from his job, Mr. Riccardo began experiencing health issues that would keep him in and out of work for the next year.

"Doctors first discovered I had two aneurysms, one on each side of my brain," Mr. Riccardo said.

After undergoing two surgeries to remove the aneurysms, Mr. Riccardo had taken a considerable amount of time off from work, placing him on short-term disability. This gave him just enough money to cover his bills until he could get back to working on a regular basis.

Mr. Riccardo thought he would get back to living life as normal until a third aneurysm was discovered. This third surgery and recovery caused things to take a downward turn for Mr. Riccardo.

"I started falling behind in rent in July of 2021," said Mr. Riccardo who hadn't fully paid his rent since May. "I thought that once I got back to work, I could work my way out of the hole, but it became too much. I didn't know what to do or where to go."

A social worker who knew Mr. Riccardo asked ElderSource to help him. With the help of the agency's Senior to Senior Fund, Mr. Riccardo was able to pay the rent he owed and regain his stability and independence.

"It allowed me to sleep peacefully at night knowing I didn't have to stress about where I was going to live," he said. "ElderSource allowed me to get back on my feet and reestablish my independence."

# THE STARTING POINT:

## Aging and Disability Resource Center Helpline

The ElderSource Helpline continues to remain the pulse of our agency and the entry point for older adults, persons with disabilities and their caregivers who don't know where to start when looking for help. Through the support of our Helpline Specialists, clients are connected to valuable resources needed to maintain their dignity and independence.

In 2021, the Helpline answered 51,985 calls from clients needing information on long-term care, housing, utilities, food and more. Every year we work diligently to create a plan to meet the needs of the people we serve, and the Helpline is fundamental in making that happen.



**8,000+**

older adults and persons with disabilities were screened for services.



**558,030**

home delivered meals were distributed and **267,541** congregate meals were served.



**32,732**

hours of personal care services were given.



**63,128**

hours of homemaking services were provided.

**583,050** **SENIORS (60+)** → **26%**  
are in our seven-county service area of the population

**3,474** People in our area are on the waitlist to receive home delivered meals.

**48,439** Seniors live below 125% of the poverty level.

**+/- 120,000** Seniors are living alone.

**159,915** Seniors have at least one type of disability such as hearing or vision loss or are too frail to care for themselves.

**6,171** People are on the waitlist for Medicaid managed long-term care assistance.



## SHINE VOLUNTEERS >>

Many seniors find themselves challenged with understanding the nuances of Medicare. They often have to navigate it alone. With the help of SHINE (Serving Health Insurance Needs of Elders) counselors, seniors are provided with one-on-one, FREE and unbiased counseling to help them make informed decisions about their Medicare benefits.



"SHINE volunteers, Richard and Jayne were supremely knowledgeable, organized and attentive. I salute SHINE with a hearty bravo!"

*Client | Cecil Goldman*



**VOLUNTEERS MADE**  
**3,425**  
**CONTACTS IN 2021.**

*Seniors saved \$3 million on Medicare Part D and \$2 million saved on Medicare Savings Plan.*

# COMMUNITY GRANTS EXPAND SCOPE OF WORK >>

ElderSource was very fortunate to receive multiple grants in 2021 that advanced our mission and expanded our services. These grants demonstrate how many people and organizations have placed great trust in our agency and the work we do.



**Administration for Community Living** awarded ElderSource with a two-year \$296,000 grant. The ACL's **No Wrong Door Community Infrastructure Grant** will pave the way to create a Community Integrated Health Network.

This Network will integrate the Aging Network of Area Agencies on Aging and service providers with healthcare plans and systems. This initiative is of great significance because it will improve care to older adults, adults with disabilities and their caregivers, addressing the social determinants of health that impact health outcomes.



With a \$383,000 four-year grant from **Florida Blue Foundation**, ElderSource initiated the **Tailored Caregiver Assessment and Referral Program (TCARE)**. TCARE is a program that creates individualized care plans for caregivers with the goal of preventing burnout so they can continue providing necessary care to their loved ones.

An additional \$10,000 grant from **Florida Blue** provided the opportunity to convert our in-person **Age Sensitivity Training** to an interactive, on-line format. This program will be marketed to the community with the goal to increase education and awareness of how to communicate and be inclusive with members of our aging population so that the older adults in our community receive better care and support.

**Community Foundation of Northeast Florida** and **WellMed** provided grants of \$25,000 and \$20,000 respectively to help ElderSource continue offering our **U.Connected** (aka Uniper) program. This program involves attaching a device to a television that allows older adults to connect to live classes and activities that promote mental and physical wellness, as well as the ability to converse with family, friends and telehealth appointments.



A grant from the **LGBTQ Fund at the Community Foundation for Northeast Florida** is supporting **Age Your Way: Candid Conversations for LGBTQ Adults**. The project entails a series of frank and valuable presentations – five 90-minutes programs – on subject matters important to LGBTQ older adults such as health, caregiving, legal matters and finances.

The series is co-presented by ElderSource and SAGE, the national advocacy and services organization focused on LGBTQ elders since 1978. The presentations are being offered live on a virtual platform, with the recorded programs available for viewing at any time.



**Sunshine Health** presented ElderSource with a \$2,000 grant to support the **Caring Connections Telephone Reassurance** program that provides friendly calls between a senior and a trained volunteer.





# NEW PROGRAMS FOR CAREGIVERS >>

## TCARE

The Tailored Caregiver Assessment and Referral System (TCARE) is an evidence-based, program designed to support family members at risk of experiencing burnout who are providing care to older adults, especially those with chronic or acute health conditions. By supporting caregivers, older adults also benefit from resources and receive support that enables them to remain living at home.

In addition to connecting caregivers to available resources such as assistive technology, in-home support, meals, education, adult day care and informal support, TCARE also assesses the need for mental health services and connects caregivers with available community providers. The program is designed to reduce caregiver burnout by identifying stress burdens, relationship burdens, level of depressive symptoms, and how caregivers relate to their caregiving responsibilities. Using this information, Person Centered Care plans are generated with defined goals and strategies that address the root causes of burnout, stress and isolation needed to close the gap between how a caregiver self-identifies.

*My experience with TCARE has been phenomenal and truly a support beyond expectations. Prior to enrolling in TCARE, I was at a point of reaching my limits in caretaking for my husband of 50 years who is in the middle stages of Alzheimer's Disease.*

*All of my family members live at great distances and, while they come to visit, they are not available for immediate assistance or relief for me. I often felt alone and on my own to sort through the challenges of caregiving. TCARE provided a source of information and caring support for me.*

*With my deepest gratitude and appreciation, I extend my thanks to the TCARE staff. This program gave me information and direction. I don't feel alone and on my own.*

**- Client Letter**

## CARING CONNECTIONS

The Caring Connections Telephone Reassurance program is a group of dedicated and trained volunteers who make weekly phone calls to isolated or homebound seniors providing them the social engagement they need to feel connected to their community.

For older adults who are isolated or homebound, building meaningful relationships can be difficult and hard to come by. The calls serve as a way to check on the seniors' well-being while also socializing and exploring new things in common to discuss. Often, volunteers report special needs or concerns shared by the participants.

This is also an opportunity to connect clients to the ElderSource Helpline and services such as support groups, home health services, nursing care, mental health services, legal assistance, transportation and home-delivered meals.



**IN 2021, 96 SENIORS  
WERE MATCHED WITH  
67 VOLUNTEERS.**



# SEEN. HEARD. VALUED. >>

## Diversity, Equity, Inclusion & Belonging Efforts at ElderSource



At ElderSource, we've been devoting more time, attention and resources to advancing our work in the area of Diversity, Equity, Inclusion and Belonging (DEIB). Our goal is to create an environment where employees, volunteers, partners and clients feel respected, accepted, supported, heard and valued.

Over the years, staff has received training on understanding differences and best practices for communicating and working with others. However, because of the turmoil during the summer of 2020, it became apparent that we could, and should, do more to help staff appreciate and understand differences and beliefs of people of different faiths, races, cultures, nationalities, genders, sexual preferences, gender identities, age and abilities.

Within about 18 months, ElderSource expanded its DEIB initiatives, as well as examined ways to ensure that ElderSource information and business practices are accessible to those in the community.

Here are a number of highlights:

### COMMITMENT FROM THE BOARD

In 2021, a new board committee was created to oversee the development of the agency's DEIB plan. A committee charter was written that includes:

- Examination of policies related to Board and staff recruitment, retention, and training;
- Incorporating DEIB into the organization's strategic goals and strategies;
- Working with the Personnel Committee to incorporate DEIB into hiring, promoting and training staff;
- Coordinating with the Planning and Program Committee to ensure programs and services delivered by ElderSource and providers are reaching our diverse population;
- Working with the Governance Committee to ensure our Board is diverse and inclusive;
- Ensuring that agency communications consider diverse populations and are inclusive in nature;
- Ensuring that the agency's DEIB efforts are transparent and well communicated internally and externally.

Each Board committee (i.e. Governance, Programs and Personnel) and the DEIB Committee have established metrics for each area to monitor efforts and progress.

In addition, DEIB language has been added to the agency's procurement process to ensure selected vendors embrace diversity, equity and inclusion.



## COMMITMENT TO STAFF

The Employee Resource Group (ERG), a staff-led group established in 2019, has been a crucial space to not only learn and engage our employees, but a space for them to share thoughts, ideas and emotions on a variety of topics.

Topics presented by the ERG have included racial injustices, embracing LGBTQ culture in the workplace, mental wellness and health, gratitude and leadership skills. In addition to ongoing staff training and surveys to gather staff perspectives, employees are encouraged to tap into an expanded Employee Assistance Program, and their feedback is regularly sought through surveys and staff meetings: all with the purpose helping them feel connected to and supported by the organization.

## COMMITMENT TO THE COMMUNITY

While internal communications have been implemented to make staff and volunteers feel they “belong,” it has been equally important that information and resources are accessible to the community, particularly those whose primary language may not be English and those living with a disability. The following efforts are completed or underway:

- installing a translation feature on the website;
- ensuring the website is ADA compliant;
- converting key documents into accessible formats; and
- documents translated into multiple languages and closed-captions installed for online meetings.



## MISSION

ElderSource empowers people to live and age with dignity and independence in their homes and their community.

## VISION

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



ElderSource values all people --- including, but not limited to, all nationalities, socio-economic backgrounds, abilities, races, genders, religious perspectives, sexual orientation and gender identities – in everything we do.

We welcome the unique perspectives of all persons in our quest to fulfill our mission.





## A NIGHT WITH THE STARS

In 2021, ElderSource's annual fundraiser, *A Night with the Stars* returned with a twist! The agency hosted a hybrid event. The Museum of Science and History's planetarium was the site for those attending in-person and others joined the live stream on Zoom. Presented by Florida Blue Medicare, the event celebrated organizations that worked alongside ElderSource during the pandemic to support the critical needs of seniors and caregivers.

The highlight was the presentation of the 2021 Delores Barr Weaver Elder Advocate Award given to former Secretary of the Florida Department of Elder Affairs, Richard Prudom, for his work to support seniors and caregivers during the COVID-19 pandemic, as well as other efforts he led last year to support seniors and their caregivers in communities around the state.

The Delores Barr Weaver Elder Advocate award is given to strong leaders and senior advocates in the Northeast Florida community who are making a difference through their service. Secretary Prudom played an important role in helping to support the Area Agencies on Aging during the pandemic.



## 2021 LUMINARY WINNERS

The organizations listed below are the Provider Agencies and Partners who diligently worked with ElderSource during the pandemic to help support the vital needs of seniors and caregivers. Through their dedicated and innovative service, they were able to successfully serve seniors and caregivers during stressful times.

- Aging True and Clay County Aging True Senior Services
- Baker County Council on Aging
- City of Jacksonville Senior Services Division
- Community Legal Services of Mid-Central Florida
- Council on Aging Volusia County
- ElderSource Employees
- Elite Transportation
- FarmShare
- Flagler County Board of Commissioners
- Florida Blue
- Hart Felt Ministries
- Jacksonville Area Legal Aid
- Humana
- Nassau County Council on Aging
- Northeast Florida Area Health Education Center
- Seniors on a Mission
- St. Johns County Council on Aging



# PROTECTING OUR SENIORS



**WORLD ELDER ABUSE  
AWARENESS DAY**  
Building Strong Support for Elders

ElderSource teamed up with several other Area Agencies on Aging in 2021 to present “Elder Abuse: It’s More Than Scams,” a free virtual workshop that was open to the public.

June 15th is recognized nationally as World Elder Abuse Awareness Day. The workshop featured several subject matter experts who offered participants information on the general signs of elder abuse, how to report it, how to address financial exploitation, how to avoid scams and fraud, and the tools needed to protect one’s self. More than 100 people from around the state attended the live, virtual workshop, which was recorded and also available on the ElderSource YouTube channel.

The workshop was presented in collaboration with Senior Connection Center, Area Agency on Aging Southwest Florida, and Area Agency on Aging Palm Beach/Treasure Coast Inc.

## SPREADING HOLIDAY CHEER

ElderSource staff and board members came together during the holidays to adopt several seniors to share some joy and show a little extra love during the season. Ten seniors were identified from the agency’s Senior to Senior list and given an opportunity to create a wish list of items.

Teams of staff and board members fulfilled wish lists of gifts for the seniors which included items such as paint sets, blankets, alarm clocks, a recliner chair, candles, perfume sets and more.

Members of the Leadership Team made the deliveries even more festive by dressing up as Mr. and Mrs. Claus and Santa’s Helper. Seniors were ecstatic in sharing their gratitude when they received their gifts. Countless laughs, hugs and smiles were experienced during deliveries. All of the seniors were grateful to be thought of and enjoyed the thoughtfulness and kindness of the gifts they received.



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# ELDERSOURCE BUDGET 2021

State & Federal Funding	
ADRC	\$415,189.00
ADRC No Wrong Door	\$262,977.23
Alzheimer's Disease Initiative	\$2,586,732.16
American Rescue Plan	\$2,961,397.00
Community Care for the Elderly	\$5,907,255.04
Home Care for the Elderly	\$718,092.00
Local Services Program	\$400,000.00
Respite for Elders Living in Everyday Families	\$334,313.00
Older Americans Act	\$8,801,532.96
Serving Health Insurance Needs of the Elderly	\$182,677.50
Senior Medicaid Patrol	\$40,407.00
Elder Abuse Prevention & Awareness	\$21,266.91
Nutrition Services Incentive Program	\$535,936.00
Emergency Home Energy	\$518,140.00
Medicare Improvements for Patients & Providers Act	\$314,512.18
Medicaid Waiver Specialists	\$141,079.00
<b>TOTAL</b>	<b>\$24,141,506.98</b>

  

COVID Pandemic State & Federal Funding	
CARES OAA (COVID Pandemic)	\$4,699,655.00
COVID	\$1,115,481.00
CV21	\$331,988.00
EHEAP CARES Act (COVID Pandemic)	\$309,967.00
<b>TOTAL</b>	<b>\$6,457,091.00</b>

  

Other Funding	
Crisis Funding	\$295,000.00
United Way	\$10,000.00
Benefits Enrollment Center	\$60,000.00
Florida Blue (TCARE)	\$93,170.00
The Community Foundation	\$10,000.00
Community Care Corps	\$83,338.00
WellMed	\$25,000.00
Veterans Directed Care	\$2,155,423.64
<b>TOTAL</b>	<b>\$2,731,931.64</b>

  

Budget Totals	
State and Federal	\$30,598,597.98
Other Funding	\$2,731,931.64
<b>GRAND TOTAL</b>	<b>\$33,330,529.62</b>

  

Funding Distribution		
Administrative	\$2,595,494.80	8%
Services	\$30,735,034.82	92%
<b>TOTAL</b>	<b>\$33,330,529.62</b>	<b>100%</b>



## WE ARE GRATEFUL FOR OUR SUPPORTERS AND SPONSORS



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