



ElderSource (Area Agency on Aging)  
Board of Directors  
Personnel Committee Meeting Via Zoom  
June 10, 2022, at 3:00 PM

- |  |                         |
|--|-------------------------|
| 1. Welcome   | Walette Stanford, Chair |
| 2. AAP Plan Update                                   | Tameka G. Holly, COO    |
| 3. EEO-1 Report                                      | Tameka G. Holly, COO    |
| 4. Turnover and Exit Interview Data                  | Tameka G. Holly, COO    |
| 5. Hybrid Dress Code Policy                          | Tameka G. Holly, COO    |
| 6. Employee Residency                                | Tameka G. Holly, COO    |
| 7. Potential Salary Study                            | Tameka G. Holly, COO    |
| 8. Potential Contract for<br>Temporary HR Assistance | Tameka G. Holly, COO    |
| 9. Adjourn   | Walette Stanford, Chair |

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.

Mission: ElderSource empowers people to live and age with independence and dignity in their homes and their communities.

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.

CO= JF37604

EQUAL EMPLOYMENT OPPORTUNITY

2021 EMPLOYER INFORMATION REPORT EEO-1

SINGLE ESTABLISHMENT REPORT

U= JF37604

SECTION B - COMPANY IDENTIFICATION

1. NEFL AREA AGENCY ON AGING DBA ELDER
10688 OLD SAINT AUGUSTINE ROAD
JACKSONVILLE, FL 32257

2.a. NEFL AREA AGENCY ON AGING DBA ELDER
10688 OLD SAINT AUGUSTINE ROAD
JACKSONVILLE, FL 32257

SECTION C - TEST FOR FILING REQUIREMENT

1- N 2- N 3- Y DUNS= 198228392

c. EIN= 591569867

SECTION E - ESTABLISHMENT INFORMATION

NAICS: 561330 - Professional Employer Organizations

SECTION D - EMPLOYMENT DATA

Table with columns: JOB CATEGORIES, HISPANIC OR LATINO (MALE, FEMALE), NOT-HISPANIC OR LATINO (WHITE, BLACK OR AFRICAN AMERICAN, NATIVE HAWAIIAN OR PACIFIC ISLANDER, ASIAN, AMERICAN INDIAN OR ALASKAN NATIVE, TWO OR MORE RACES), OVERALL TOTALS. Rows include EXECUTIVE/SR OFFICIALS & MGRS, PROFESSIONALS, ADMINISTRATIVE SUPPORT, and a TOTAL row.

SECTION F - REMARKS

DATES OF PAYROLL PERIOD: 10/10/2021 THRU 10/23/2021

SECTION G - CERTIFICATION

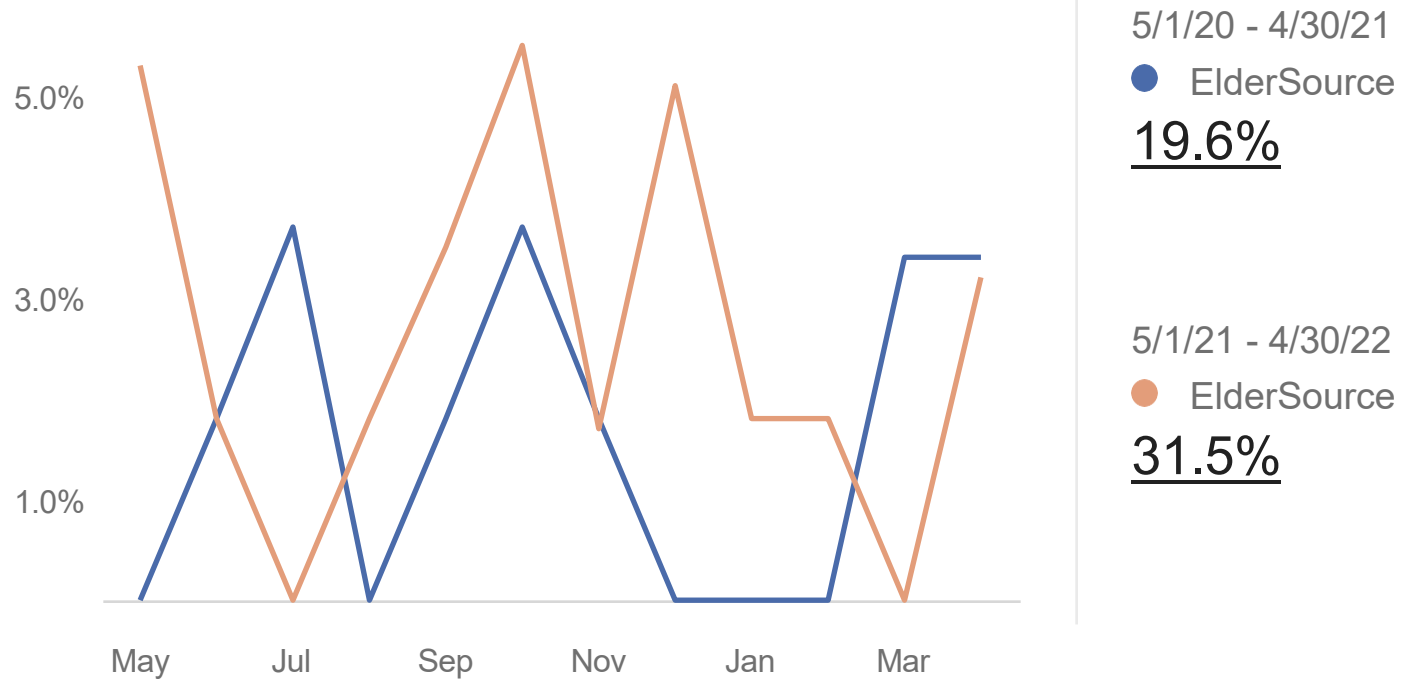
CERTIFYING OFFICIAL: TAMEKA HOLLY
EMAIL: TAMEKA.G.HOLLY@MYELDERSOURCE.ORG

EEO1 REPORT CONTACT PERSON: Bernadette Brown
EMAIL: bernadette.brown@myeldersource.org

CERTIFIED DATE [EST]: 5/13/2022 3:46 PM

TITLE: Chief Operations Officer
PHONE: 9043916667
TITLE: Employee Experience Manager
PHONE: 904-391-6670

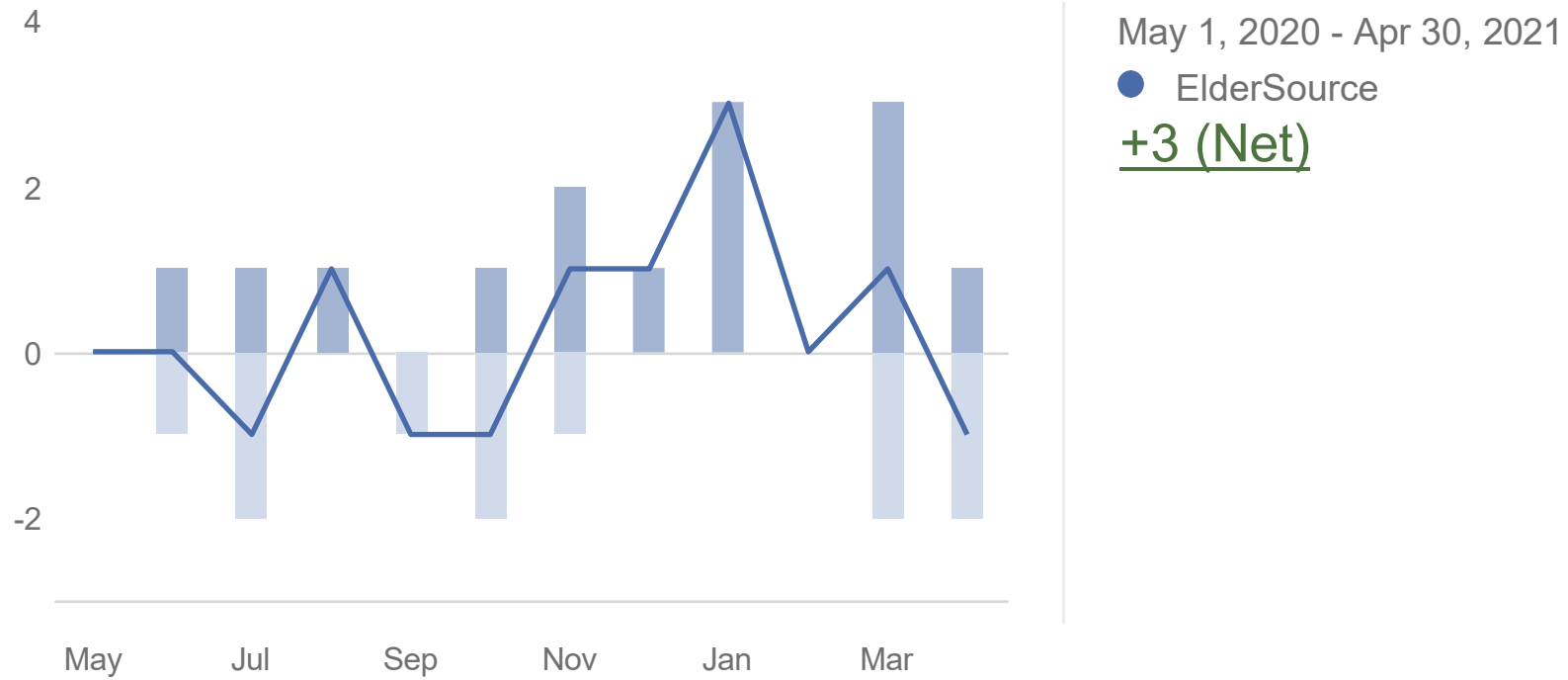
## Turnover rate



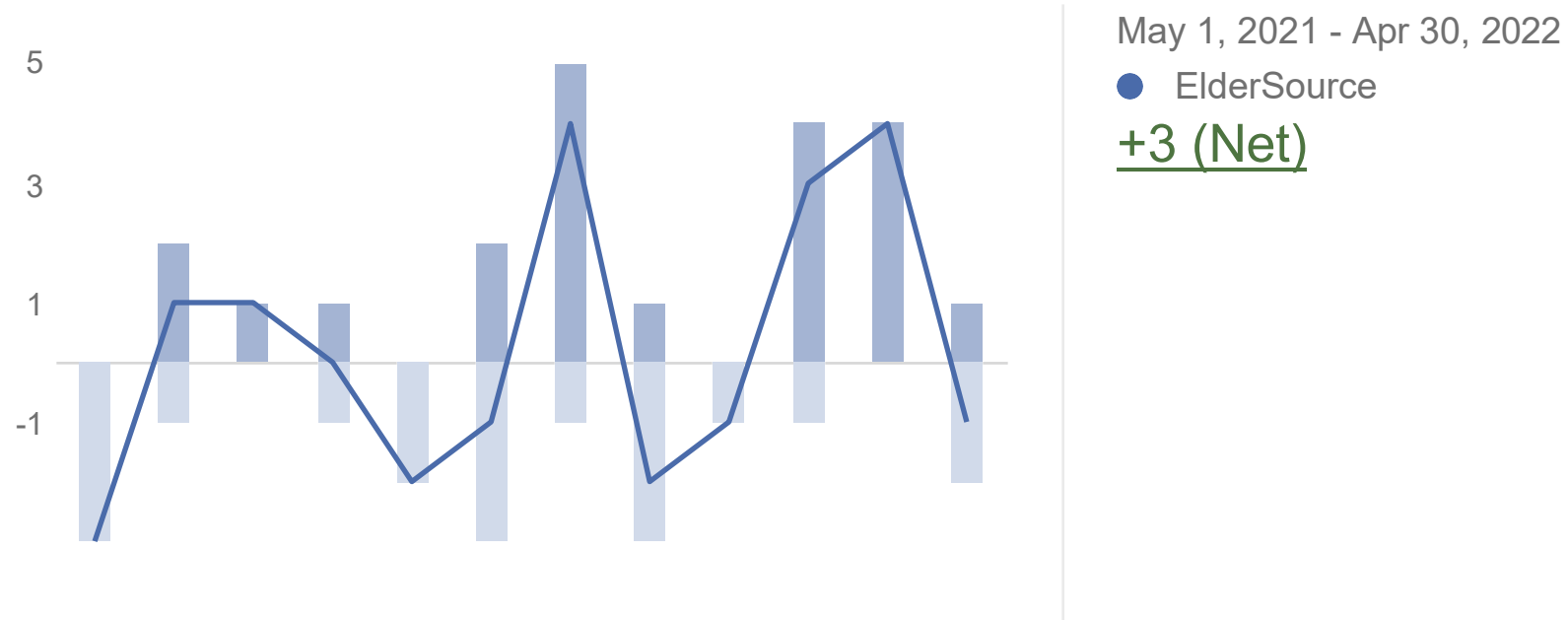
## Average daily headcount



## Hired & terminated



## Hired & terminated



## ElderSource Exit Interview Questionnaire

We would appreciate you taking about 8-10 minutes to answer the following questions as honestly as possible. Your individual responses are treated as confidential and **will not** become part of your personnel file.

We believe that the information is of vital importance and will assist in analyzing our employee retention and turnover. Thank you for your cooperation!

1. What prompted you to seek alternative employment?

<b>[ 3 ] Type of Work</b>	<input type="checkbox"/> Quality of Supervision
<b>[ 6 ] Compensation</b>	<input type="checkbox"/> Work Conditions
<input type="checkbox"/> Lack of Recognition	<b>[ 3 ] Family Circumstances</b>
<input type="checkbox"/> ElderSource Culture	<b>[ 2 ] Career Advancement Opportunity</b>
<input type="checkbox"/> Business/Product Direction	<b>[ 1 ] Other: <u>Relocation</u></b>

2. Before making your decision to leave, did you consider other options that would enable you to stay?  Yes **[ 8 ] No**

If "yes", describe : **Had to realize my mental health was most important**

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3. What did you think of your supervision in regard to the following?

	Almost always	Sometimes	Never	Comments
Demonstrated fair and equal treatment	9			
Provided recognition on the job	9			
Developed cooperation and teamwork	9			
Encouraged/listened to suggestions	9			

Resolved complaints and problems	9			
Followed policies and practices	9			

4. How would you rate the following in relation to your job?

	Excellent	Good	Fair	Poor	Comments
Cooperation within your department	3	2	4		
Cooperation with other departments	2	3	4		
Communications in your department	4	2	3		
Communications within the ElderSource as a whole	1	3	5		
Communications between you and your manager	4	2	3		
Morale in your department	4	2	3		
Job Satisfaction	1	3	5		
Training you received	2	4	3		
Growth Potential		1	4	3	Not Many Opportunities

5. Was your workload usually:

**4** Too great

**3** Varied, but all right

About right

Too light



6. How did you feel about your salary and the employee benefits?

	Excellent	Good	Fair	Poor	Comments
Base Salary	1		2	6	The pay is too low for the workload and cost of living
Medical Plan	1	3	4		N/A
Dental Plan	1	3	3	1	N/A
Vision Plan	1	3	3	1	N/A
401K Plan	2	3	2	1	Reason for this rating is because the 401k plan is not vested to the employee within a certain time frame an employee should not be contributing their pay within the first year for retirement. ElderSource should match employee's contributions after 90 days. (1)
Life Insurance	4	2	2		
Paid-time-off	1	5	2		
STD/LTD Plan	2	3	1		N/A
Other					

7. Are there any other benefits you feel should have been offered?

**[ 3 ]** Yes **[ 6 ]** No

If "Yes", what? \_

1. I believe that a more comprehensive dental plan should have been offered;
2. Stock options should be offered;
3. I feel that wages should be higher for the job duties and cost of living.

Any other comments on benefits?

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8. How frequently did you get performance feedback?
1. Frequently
  2. Quarterly (2)
  3. Often (2)
  4. N/A (4)
9. What were your feelings about the performance review process?
1. Consistent, good opportunity for feedback (emp/supv)
  2. Okay (3)
  3. I did not go through the performance review process (4)
  4. I had no problems with performance review process
10. How frequently did you have discussions with your manager about your career goals?
1. We never discussed my career goals (4)
  2. Fair amount
  3. Not frequently (2)
  4. N/A (2)
11. What did you like most about your job and/or ElderSource?
1. Organization –
    - ✓ Culture- family
    - ✓ Leadership that listens to staff, Supervisor that is understanding
    - ✓ Flexibility (2)
    - ✓ How comfortable with each other
    - ✓ Culture- to get together
    - ✓ The employees
    - ✓ Everyone is very nice
    - ✓ I love co-workers and managers
    - ✓ Love helping and speaking with clients
  2. Job –
    - ✓ Being able to have autonomy over cases
    - ✓ Opportunity to work with so many people
    - ✓ Work with Community
    - ✓ Learn and grow professionally and personally
12. What did you like least about your job and/or ElderSource?
1. The process of obtaining and application to DCF
  2. Not being able to have meetings with the entire ARDC staff since each job function correlated in some way
  3. Pay (3)
  4. Workload heavy – spread you thin (5)
  5. Have to wear too many hats
  6. N/A

13. What does your new job offer that your job with ElderSource does not?
1. Work with team
  2. Support person
  3. Working on-site
  4. Opportunity for growth
  5. In field of higher education
  6. Working in case management and assisting children
  - 7. Better salary (5)**
  8. N/A
14. Why is the new job/ElderSource better?
1. Working in field assisting children
  - 2. Better salary (5)**
  3. None
  4. N/A (3)
15. Do you have any suggestions for improvement? Have you raised them in the past?
1. Need additional person – coordinator assistant – administrative task
  2. Meetings between departments that work together
  3. How to streamline processes
  4. More raises
  - 5. Better salary (3)**
  6. Possibly rotating EMS/Benefits Specialist job functions to reduce caseload
  7. N/A (2)
16. Would you recommend ElderSource to a friend as a place to work?
- 5** **Yes, without reservations**       **2** **Yes, with reservations**     No

Additional comments about your job or this ElderSource

Yes, depending on role

## PROMOTIONS FOR 2021 & 2022

PROMOTIONS FOR 2021 & 2022		
<b>2021</b>		
Postion From	Promotion To	Promotion Date
Staff Accountant	Senior Accountant	3/1/2021
Contracts Manager	Health and Wellness Special Projects Coordinator	3/15/2021
SHINE Advocate	Part-Time Veteran-Directed and Person-Centered Counselor (VDCPCC)	5/14/2021
Front Desk Assistant	SHINE Advocate and MIPPA Specialist	6/21/2021
Customer Service Specialist	Benefits Specialist II	6/21/2021
VDHCBS Consultant	Lead Veteran Directed Care (VDC) Person-Centered Counselor	11/15/2021
Special Project Coordintor	Business Development Manager	11/15/2021
Senior Contracts Manager	Program Compliance Manager	11/15/2021
Staff Accountant	Senior Accountant	12/30/2021
Senion Accountant	Accounting Manager	12/30/2021
<b>Total</b>	<b>10</b>	
<b>2022</b>		
Postion From	Promotion To	Promotion Date
Contracts Manager	Fiscal & Programs Manager	3/14/2022
Customer Service Specialist	Administrative Assistant	3/14/2022
Customer Service Specialist II	Lead Short-Term Crisis Manager	4/5/2022
Customer Service Specialst II	Veteran Directed Care (VDC) Person-Centered Counselor	4/18/2022
<b>Total</b>	<b>4</b>	

## Professional and Casual Dress Guidelines

Dress, grooming and personal hygiene should be neat, professional and appropriate to office, client, and public contact consistent with the type of work to be performed, especially when representing the Agency at functions in the community, and should adhere to the following guidelines.

Staff should not wear revealing or extremely form-fitting attire, ripped or tattered jeans or clothing, athletic clothing, shorts, flip-flops, slippers, t-shirts, baseball hats and similar items of casual attire.

Tattoos and ear piercings should be tasteful. Excessive or inappropriate tattoos or other body piercings should not be visible. Earlobe gauging will not be allowed under any circumstance.

A higher standard of professional appearance should be maintained in specific situations including, but not limited to:

- A. attendance at offsite meetings or trainings
- B. monitoring provider/vendor agencies
- C. representing the Agency at community functions
- D. hosting formal meetings at the Agency
- E. occasions when you are requested to wear formal business attire

### *Hybrid Office*

Unless you are meeting with non-Agency personnel outside the Agency or a meeting of non-Agency personnel is being held at the Agency, the following casual attire is allowed:

- A. Denim - neat, clean
- B. Casual slacks or capri pants
- C. ElderSource shirts
- D. Sport team shirts
- E. Collegiate tee shirts
- F. Other collared shirts, blouses, etc.
- G. Casual dress or skirts
- H. Appropriate shoes including athletic shoes, dressier sandals (no flip-flops, slippers or beach sandals)
- I. Sweater or blazer to dress up outfit

Employees should consult with their supervisor if they have any questions about the appropriateness of dress or the formality of a scheduled meeting. Violation of the dress code may result in the employee being sent home to change without pay. Repeated violations of this policy will be subject to disciplinary action.