

# ELDERSOURCE BOARD OF DIRECTORS MEETING

Wednesday, July 20, 2022 at 1:00 P.M.

10688 Old St Augustine Road

Jacksonville, FL 32257

## AGENDA

1. Call to Order & Introductions Elizabeth Gunn, President
2. Roll Call
3. Needs Assesment Updates Health Planning Council of Northeast Florida, Inc.
4. Approval of Minutes (May 18, 2022 Meeting)
5. President's Report Elizabeth Gunn, President
6. Mission Moments
7. Chief Executive Officer's Report Linda Levin, Chief Executive Officer
8. Committee Reports/Motions
  - Budget/Finance Committee Ed Salek, Treasurer
  - Programs and Planning Committee Dr. Sandy Robinson, Vice President
  - Governance Committee Joseph Zimmerman, Committee Chair
  - DEI Committee Dr. Sandy Robinson, Vice President
  - Personnel Committee Walette Stanford, Committee Chair
9. Advisory Council Report Cheryl Jefferson, Advisory Council
10. Old Business
11. New Business
12. Other Business/Comments from Members and/or Visitors
13. Next Meeting September 21, 2022, 1:00 PM  
ElderSource  
10688 Old St Augustine Road  
Jacksonville, FL 32257
14. Adjourn

## PROPOSED MOTIONS

### Finance Committee:

The Finance Committee recommends the approval of the April 2022 financials.

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.



Area Agency on Aging  
Budget vs. Actual Monthly  
For the Month Ending April 30, 2022

DESCRIPTION	BUDGET	ACTUAL	JE PENDING	Encumber	BALANCE	PROJECTED Actual YTD	IDEAL RATE 33%
<b>Operating Revenue</b>							
DOEA Revenue	2,749,033.06	\$743,302.00	\$0.00	\$0.00	\$2,005,731.06	2,749,033.06	27%
Program Revenue	436,508.00	\$154,158.00	\$0.00	\$0.00	\$282,350.00	436,508.00	35%
Admin Revenue	\$1,339,421.00	\$513,479.00	\$0.00	\$0.00	\$825,942.00	1,339,421.00	38%
Veterans Program	500,680.00	\$193,298.00	\$0.00	\$0.00	\$307,382.00	\$579,894.00	39%
Contributions	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0%
Interest Income	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0%
Miscellaneous	\$0.00	\$2,050.00	\$0.00	\$0.00	(\$2,050.00)	\$2,050.00	0%
Carry Forward	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00	\$300,000.00	0%
In-kind					\$0.00	\$0.00	0%
<b>Total Operating Revenue</b>	<b>\$5,325,642.06</b>	<b>\$1,606,287.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,719,355.06</b>	<b>\$5,406,906.06</b>	<b>30%</b>
<b>Revenue Total</b>	<b>\$5,325,642.06</b>	<b>\$1,606,287.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,719,355.06</b>	<b>\$5,406,906.06</b>	<b>30%</b>
<b>Operating Expense</b>							
<b>PERSONNEL</b>							
Personnel Expenses	\$ 3,059,368.31	\$851,125.00	\$0.00	\$0.00	\$2,208,243.31	\$2,553,375.00	28%
Fringes	\$ 576,422.24	\$69,658.00	\$0.00	\$0.00	\$506,764.24	\$208,974.00	12%
Employee Benefits	\$ 251,805.70	\$148,286.00	\$0.00	\$0.00	\$103,519.70	\$444,858.00	59%
Other Personnel Expense	\$ 24,898.54	\$7,822.00	\$0.00	\$0.00	\$17,076.54	\$23,466.00	31%
<b>TOTAL PERSONNEL COSTS</b>	<b>\$3,912,494.81</b>	<b>\$1,076,891.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$2,835,603.81</b>	<b>\$3,230,673.00</b>	<b>28%</b>
<b>OPERATIONS</b>							
Rent	135,000.00	\$45,000.00	\$0.00	\$0.00	\$90,000.00	\$135,000.00	33%
Building Maintenances/Repair	3,500.00		\$0.00	\$0.00	\$3,500.00	\$0.00	0%
Telephone & Internet	45,380.00	\$8,716.00	\$0.00	\$0.00	\$36,664.00	\$26,148.00	19%
Office Supplies	\$25,305.66	\$10,066.00	\$0.00	\$0.00	\$15,239.66	\$30,198.00	40%
Printing & Supplies	\$53,448.51	\$2,506.00	\$0.00	\$0.00	\$50,942.51	\$7,518.00	5%
Postage & Shipping	\$29,640.00	\$6,508.00	\$0.00	\$0.00	\$23,132.00	\$19,524.00	22%
Office Equipment/Leasing	\$46,044.00	\$14,863.00	\$0.00	\$0.00	\$31,181.00	\$44,589.00	32%
Phone System	\$300.00		\$0.00	\$0.00	\$300.00	\$0.00	0%
Document Management System	\$25,000.00		\$0.00	\$0.00	\$25,000.00	\$0.00	0%
Other technology/equipment	\$35,500.00	\$128.00	\$0.00	\$0.00	\$35,372.00	\$384.00	0%
Other Operating	\$5,217.84		\$0.00	\$0.00	\$5,217.84	\$0.00	0%
Software	\$7,500.00		\$0.00	\$0.00	\$7,500.00	\$0.00	0%
Outreach/Marketing/Advertising	\$69,664.00	\$11,316.00	\$0.00	\$0.00	\$58,348.00	\$33,948.00	16%
Travel & Conferences	\$43,223.00	\$1,159.00	\$0.00	\$0.00	\$42,064.00	\$3,477.00	3%
Dues & Subscriptions	\$51,285.42	\$11,295.00	\$0.00	\$0.00	\$39,990.42	\$33,885.00	22%
Consulting & Professional Fees	\$437,106.27	\$183,077.00	\$0.00	\$0.00	\$254,029.27	\$439,384.80	42%
Bank Fees	\$0.00	\$169.00	\$0.00	\$0.00	(\$169.00)	\$507.00	#DIV/0!
Taxes & Licenses	\$500.00	\$37.00	\$0.00	\$0.00	\$463.00	\$111.00	7%
Property & Liability Insurance	\$19,148.00	\$2,241.00	\$0.00	\$0.00	\$16,907.00	\$6,723.00	12%
Staff Training & Recognition	\$15,000.00	\$3,111.00	\$0.00	\$0.00	\$11,889.00	\$9,333.00	21%
Volunteer Expenses	\$51,766.00	\$3,607.00	\$0.00	\$0.00	\$48,159.00	\$10,821.00	7%
Staff Uniforms	\$350.00		\$0.00	\$0.00	\$350.00	\$0.00	0%
Tuition Reimbursement	\$6,000.00		\$0.00	\$0.00	\$6,000.00	\$0.00	0%
Indirect Cost	\$16,046.00		\$0.00	\$0.00	\$16,046.00	\$0.00	0%
Non DOEA Expenses	\$11,000.00		\$0.00	\$0.00	\$11,000.00	\$0.00	0%
Restricted Non-DOEA			\$0.00	\$0.00	\$0.00	\$0.00	#DIV/0!
In-Kind						\$0.00	
<b>TOTAL OPERATIONS</b>	<b>\$1,132,924.70</b>	<b>\$303,799.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$829,125.70</b>	<b>\$801,550.80</b>	<b>27%</b>
<b>Total Operating Exp</b>	<b>\$5,045,419.51</b>	<b>\$1,380,690.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,664,729.51</b>	<b>\$4,032,223.80</b>	<b>27%</b>
<b>NET SURPLUS/DEFICIT</b>	<b>\$280,222.55</b>	<b>\$225,597.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,374,682.26</b>	
YTD Intercompany Transfers		\$0.00					
YTD Net Total		\$225,597.00					

Note: Our Human Resource department is searching for candidates to fill several vacancies. OT has been approved for Individual Grants to stay current.  
 Note: The Consultant and Professional Fees include Iventure/Trutech IT, Avaya Phone System, Audit, Legal Fees, and some minor expenses (no concerns)  
 Note: 2021 Financial will remain open until the audit is completed  
 Note:  
 Note:  
 Note: Revised budget reflect old and new amendments

## MINUTES

ElderSource  
Board of Directors Meeting  
10688 Old St Augustine Road  
Jacksonville, FL 32257  
May 18, 2022  
1:00 PM

### **PRESENT:**

President, Elizabeth Gunn  
Barbara Ann Greene  
Brenda Ezell  
Catherine Kelly  
Vivile Dietrich  
Secretary, Melissa Gilreath  
Dr. Vanessa Jones-Briscoe-Exc  
Dr. Lauri Wright-Exc  
Walette Stanford  
Catherine Whitworth  
Janet Adkins  
Grady Williams  
Treasurer, Ed Salek  
Amanda Benigno  
Barbara Ann Greene  
Cheryl Jefferson, Advisory Council Chair  
Dr. Sue Krall  
Joseph Francis Zimmerman

### **ABSENT:**

Vice President, Dr. Sandy Robinson  
Daryl Banks  
Jenny Higginbotham Barrett

### **STAFF PRESENT:**

Linda Levin, Chief Executive Officer  
James Lee, Chief Financial Officer  
Renee Knight, Vice President of Community Services  
Andrea Spencer, Vice President of Communications  
Terika Scatliffe, Programs Compliance Manager  
Jessica Del Rio, Executive Administrative Assistant

### **CALL TO ORDER:**

President Elizabeth Gunn called the meeting to order at 1:05 PM.

### **ROLL CALL:**

Jessica Del Rio, Executive Administrative Assistant, called the roll. A quorum was present.

### **APPROVAL OF MINUTES:**

Dr. Lauri Wright moved to approve the minutes of the March 16, 2022, meeting with ElderSource Board of Directors. Grady Williams seconded the motion. The motion carried without opposition, and the minutes were approved as submitted.

### **PRESIDENT'S REPORT:**

The President's report was deferred until the next Board meeting.

## **MISSION MOMENTS:**

*Senior to Senior:* Linda Levin presented the mission moments. The Senior to Senior staff, collaborated with the St. John's Housing Partnership and the Council on Aging in St. John's County to help a couple who needed a shower repair in their mobile home. The husband has Parkinson's Disease, and he fell in the shower. When he fell, he cracked the tub. ElderSource in collaboration with the St. John's Housing Partnership and the Council on Aging, was able to pay to have everything repaired, and to create a walk-in shower and also provide a chair-height toilet to help the gentleman and his wife, making it more accessible and safe for him to remain in their mobile home.

*Telephone Reassurance:* Through the Telephone Reassurance program, a volunteer called her client and out of concern for her, the volunteer made extra phone calls to the participant who was having a lot difficulty lately, provide her some additional support. The volunteer shared with the ElderSource Volunteer Coordinator the needs that she's hearing about from the client and the stress the client was feeling. As a result, we were able to provide her some additional resources. During a follow up call, the participant said "You are the best thing that's happened in my life" This made the client feel so much better, less stressed, and also the volunteer to know that she was able to help in this way

*SHINE:* A caregiver called because of the help we were able to provide for her mom. Because of the assistance that the SHINE program was able to provide, which, in their words was "extraordinary", the lives of her parents are so much more improved, not only because of the additional income that they were able to achieve through savings but they're also not having to pay for medications and they're not having to pay co pays where they were before. The mother is now able to get much needed medications that they could not afford before and as a result they're also eating better because now they have this extra income to help be able to purchase the food they need.

## **CHIEF EXECUTIVE OFFICER'S REPORT:**

The written *Chief Executive Officer's Report* for May 2022 was made available to Board members in advance of their meeting through the Board portal. Questions concerning the report may be addressed to Ms. Linda Levin, Chief Executive Officer, by telephone at (904) 391-6610 or by email at [linda.levin@myeldersource.org](mailto:linda.levin@myeldersource.org).

Linda Levin, Chief Executive Officer, highlighted the following CEO report items:

- AIRS Accreditation
- Dash Boards
  - Telephone Reassurance
  - 2021-2022 Active Volunteers
  - Communications
  - Aging and Disability Helpline
- Diversity, Equity, Inclusion, and Belonging
- Personnel
- DOEA e-CIRTS
- DOEA Monitoring
- Returning to the Building Update

Linda highlighted her CEO report, she stated that our staff is now AIRS reaccredited. We are still the only one in Florida that's accredited and we are one of very few around the country. Linda congratulated staff on their hard work and thanked Dr. Robinson for participating in interviews with the reviewers.

Linda mentioned that we are launching a "belonging" campaign that staff has spearheaded. By taking our DEI work beyond diversity, equity, inclusion, and into belonging. The ultimate goal is to make

everyone feels like they belong and they could bring their whole selves to work

Linda noted that as part of our DEI work, we have received a grant from the LGBTQ Community Fund through the Community Foundation to do a virtual workshop series specifically for LGBTQ older adults on issues that are important to them. Linda encouraged the Board to share the workshop information with their community and network.

Linda stated that the Personnel Committee will be taking a deeper dive into staff turnover. She noted that staff just got off a call with the fiscal officers and some of the directors of all the Area Agencies on Aging (AAA's) from around the State. Multiple AAA's are having the same workforce issues and are basically trying to do the same things we're doing like looking at salary, compensation, and looking at ways of hiring.

#### **BUDGET/FINANCE COMMITTEE:**

Treasurer Ed Salek presented the Budget/Finance Committee report. Ed highlighted the financials for the month ending December 31, 2021. He noted that the report for the end of the year is subject to audit, and the audit is under way now.

Ed stated that revenues are down, but that was driven by payroll costs. Note that the ideal rate for Operating Revenue is at 84% and Personnel cost is at 83%.

The bottom line we budgeted a net surplus/deficit of \$314,650.79 and the actual is at \$718,368.00 for the year.

Ed noted that our balance sheet shows good liquidity.

#### **Motion:**

The Finance Committee recommends the approval of the preliminary financial reports for December 31, 2021 as presented. The motion passed by acclamation.

#### **PROGRAM AND PLANNING COMMITTEE:**

In absence of Dr. Sandy Robinson, Grady Williams presented the Planning and Programs Committee report. Grady stated that we had submissions from the following lead agencies:

- Aging True-Clay
- Aging True-Duval
- Baker
- Nassau
- St. Johns
- Volusia
- Flagler

The submissions were in response to the request for proposals for the service provider applications for the lead agencies which are receiving funding under the Community Care for the Elderly (CCE), Home Care for the Elderly (HCE), Alzheimer's Disease Initiative (ADI) and Local Services Programs (LSP). Grady noted each of these meet the minimum criteria. There were no competitive or proposed alternative providers in these counties.

If approved by the Board we would be awarding the Request for Proposal (RFP) responses for submissions by each of those agents, and we would be directing, our staff and management to negotiate to conclusion for those service contracts for the upcoming term. We would also ask that the staff and management address any deficiencies in the submissions.

Motion:

The Grady Williams moves the approval of the RFP's as submitted by:

- Aging True-Clay
- Aging True-Duval
- Baker
- Nassau
- St. Johns
- Volusia
- Flagler

Dr. Lauri Wright seconded the motion. The motion passed without opposition.

#### **GOVERNANCE COMMITTEE:**

Dr. Vanessa Jones-Briscoe presented the Governance Committee Report. She stated that The Committee reviewed the Board application and follow-up form. After much discussion, the Committee decided it made sense to remove the question of "how do you identify" with the list of options and add in a yes/no question asking if the member is part of the LGBTQIA community. After discussion the Board decided to take the follow-up form back to the Committee for review due to personal information security concerns.

The Committee reviewed the application for Joya Bond. Joya is from Florida Blue and was recommended to us by former Board member Kevin Kenney. She has expertise in Business Development, Fundraising, IT/MS, and Planning.

The Committee also reviewed the Board terms for Dr. Sandy L. Robinson and Dr. Lauri Wright. After review, the Committee agreed to extend both of their terms.

Dr. Robinson stated that the Committee also discussed the Board resignations from Kevin Kenney and Catherine Kelly. Kevin Kenney is no longer with Florida Blue. The new company that he works for presents a conflict of interest, and he can no longer serve on any of our Boards. Catherine Kelley is finishing up her 3rd term. After her 3rd term is up, she will be resigning from the Board to spend more time with her family.

#### **Motion:**

The Governance Committee recommends the approval of Dr. Sandy Robinson's 3rd term and Dr. Lauri Wright's 2nd term to continue to serve on the ElderSource Board of Directors. The motion passed by acclamation.

The Governance Committee recommends the approval of Joya Bond as a member of the Board of Directors. The motion passed by acclamation.

#### **ADVISORY COUNCIL REPORT:**

The Advisory Council report was differed until the next meeting.

#### **OTHER BUSINESS:**

The Board had a discussion on having the Board and Committee meetings in person.

#### **ADJOURNMENT:**

Having no further business, the meeting was adjourned at 2:03 PM.

#### **NEXT MEETING:**

The next meeting of the ElderSource Board of Directors is scheduled for Wednesday, July 20, 2022, at 1:00 PM

Ms. Jessica Del Rio, Executive Administrative Assistant, prepared the minutes.

Approved by: \_\_\_\_\_  
Melissa Gilreath, Secretary

Date: \_\_\_\_\_





## CEO's Report July 2022

“Concentrate all your thoughts upon the work in hand. The sun's rays do not burn until brought to a focus.” - Alexander Graham Bell

July is the start of the new State fiscal year. New contracts are executed with providers now that the request for proposal is completed and contractors approved. In addition to our regular providers, we will also be contracting with Jewish Family Services again as they received special funds from the legislature for their Holocaust program.

Program and Fiscal staff are in the middle of their provider monitorings and are collaborating with their counterparts around the state on developing uniform monitoring tools and processes. Fiscal staff are also in the middle of our annual audit.

We are wrapping up the Needs Assessment which we will use for prioritizing programs and services as well as for Strategic Planning. The Strategic Planning process is also underway with surveys and focus groups conducted and the Board Retreat scheduled for September.

July is also the start of “conference season”. These conferences are great opportunities for staff development as well as to share with others. Staff presented at the USAging conference on our DEIB program which was received very positively and will be delivered again at the Southeastern Association of Area Agencies on Aging (SE4A) conference in September. Staff have also presented at the USAging Conference and the National Council on Aging Conference regarding the network lead entity development we are in the midst of with Guidehouse. Staff will be attending the Association of Information and Referral Services (AIRS) conference and the Home and Community Based Services (HCBS) conference as well as the SE4A conference that will be in Amelia Island this year.

I was invited to present at the 2<sup>nd</sup> Annual Medical-Dental Integration Symposium (MDIS) hosted by Florida Blue Foundation with Florida Combined Life. This year's Symposium theme is *Integrated Health Care for Seniors*. I was asked to speak on the needs of older adults and caregivers and how these needs impact their overall health, helping the medical professionals see the whole person and how their social care needs and health care needs are connected so services between both sectors can be integrated to better serve the person.

## 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 community.

## INCLUSION

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.



## Mission Moment

Ms. P. is 78-year-old and lives with her daughter who is her caregiver. Ms. P. has a disability putting her at risk for falls. As result, she cannot be left alone. Ms. P.'s daughter also has disabilities making caregiving difficult. Ms. P. was provided a scooter through Medicare which helps around the home, but she does not have a scooter left for their car to be able to take the scooter to other places, keeping her homebound. Through the Senior to Senior program, ElderSource was able provide Ms. P. needed lift, enabling her to live a more fulfilling life, and remain as independent as possible.

*“Success is the sum of small efforts, repeated day in and day out.” –Robert Collier*

## GUIDING PRINCIPLES

### We Value:

Those we serve

Diversity, Equity, and  
Inclusion

Excellent and  
responsive service

Honesty, integrity,  
respect, 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

Our role as an  
instrument of positive  
change



**Programs Committee Minutes**  
**10688 Old St Augustine Rd**  
**Monday May 16, 2022**  
**11:00 AM**  
**Via Zoom**

**Present**

Barbara Greene  
Grady Williams  
Vivile Dietrich

**Staff**

Linda Levin, CEO  
Tameka G. Holly  
James Lee, CFO  
Terika Scatliffe, Programs Compliance Mgr.  
Tasheen Ortiz, Contract Manager  
Sherry Holmes, Admin. Assistant

**Absent**

Dr. Sandy Robinson, Chair  
Dr. Lauri Wright  
Darryl Banks  
Joseph Zimmerman

**Meeting Called to Order**

The meeting started at 11:03 AM. The purpose of the meeting was for the committee to discuss and vote on the CCE RFP bidders. The committee discussed the review process and the applications. All current providers submitted proposals. There were no new bidders. All bidders met the fatal criteria for consideration.

There was concern raised over some of the proposed rates. Staff will be reviewing the unit cost methodologies more costly, negotiate with the providers and present final rates to the Committee for final approval.

Staff also reviewed with the members the monitoring requirements for the providers, ensuring they comply with all requirements as well as what is in their applications.

The poor quality of the application submitted by Flagler County was discussed. Staff will work with the provider to resubmit a full service provider application. The Committee and staff discussed emergency procurement procedures if after they approve these bidders we have an issue with a provider.

A suggestion was made to consider ways to streamline the application process, e.g. limit space for response to encourage being concise but responsive, creating an online application process. Staff will look into these options prior to the next RFP process.

Although there was not a quorum for a vote, there was consensus among the members to continue with the current providers. The Committee will present the discussion to the full Board for a vote.

There was no further business for discussion and the meeting was adjourned.

**Meeting adjourned at 11:45 AM**

**Minutes prepared by Sherry Holmes, Administrative Assistant**

ElderSource (Area Agency on Aging)  
Board of Directors  
Governance Committee Conference call  
June 16, 2022, at 12:00 PM

**Minutes**

**Present:**

Amanda Benigno  
Joseph Zimmerman

**Absent:**

Dr. Sue Krall-Exc  
Dr. Vanessa Jones-Briscoe-Exc

**Staff:**

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

**Call to Order:**

Joseph Zimmerman opened the meeting of the Governance Committee at 2:02 PM.

**Review of Minutes**

The minutes will be differed until the next meeting.

**Draft Board Application and follow-up form**

The Committee reviewed the Board application and follow-up form. The Board had concerns about voluntary submissions and confidentiality concerns. After discussion, the Committee agreed to get a legal opinion on the follow-up form.

**Board Resignations:**

The Committee had discussion on the Board resignation from Janet Adkins.

**Board Demographics/Recruitment**

The Committee reviewed the Board Demographics. Linda noted that our only representation from Baker county is terming off our Board in November of 2022. We will need to recruit for Baker county. After discussion the Committee agreed we need representation in the following expertise and sectors:

- Investing/Finance
- Faith Based
- Disabilities

**2023 New Slate of Officers**

The Committee reviewed of the 2023 New Slate of Officers. After discussion, the Committee agreed to review the terms further with staff and contact each current officer to see their interest. Linda noted that the new positions need to be voted in November to start in January.

**Board Member Attendance**

The Committee members discussed Board member attendance. After discussion, staff will review attendance for the year and Joseph will contact Board members exceeding the allowable absences to assess interest of continuing to serve on the Board.

**Adjournment:**

Having no further business, the meeting adjourned at 12:25 PM.

Ms. Jessica Del Rio, ElderSource Executive Administrative Assistant, prepared the minutes.

ElderSource (Area Agency on Aging)  
Board of Directors  
DEI Committee Conference call  
May 25, 2022, at 11:00 AM

**Minutes**

**Present:**

Dr. Sandy Robinson, Chair  
Walette Stanford  
Joseph Zimmerman

**Staff:**

Linda Levin, Chief Executive Officer  
Tameka G. Holly, Chief Operations Officer  
Andrea Spencer, VP of Communications  
Jessica Del Rio, Executive Administrative Assistant

**Call to Order:**

Dr. Sandy Robinson opened the meeting of the DEI Committee at 11:05 AM.

**Review of Minutes**

Walette Stanford moved to approve the minutes from March 30, 2022, as presented. Joseph Zimmerman seconded the minutes. Minutes approved without opposition.

**Updates on Strategic Plan and Needs Assessment**

Tameka G. Holly presented the updates on Strategic Plan and Needs Assessment. She stated that the strategic plan is moving forward, Board members should have been contacted to do the strategic plan survey. We are also scheduling focus groups and a full Board retreat.

Linda Levin noted that following the retreat and focus groups, there will be a task force setup that will be made up of staff and Board members and those meetings will be virtual.

Tameka stated that the needs assessment is underway and has primarily all of the outreach and the surveys, and the research has been done. They are now looking to schedule a priorities meeting to discuss what was found and set priorities for our next area plan. The priorities meeting will include Board members, key staff, as well as partners to be able to discuss those priorities. The needs assessment is estimated to be completed by June thirtieth.

**HB-7: Revised Policy and Procedure**

Tameka reviewed the updated policy and procedure on Diversity, Equity and Inclusion. Tameka stated that we have updated our internal component of DEI to include belonging. We updated the policy per the last DEI committee meeting to include the optional language for the trainings.

Tameka noted that all employees have access to all the policy and procedures.

After discussion the Committee agreed to continue the diversity training as voluntary but highly encouraged.

### **Communications Update**

Andrea Spencer, VP of Communications presented the Communications update. She stated that we are going to be launching our Ibelong logo at the staff meeting next week. The campaign was a collaborative effort of probably about 8 to 9 staff members who came together to say what kind of symbol do we want to have that represents the work that we're doing, and they also came up kind of with some priorities or talking points.

Andrea presented the Ibelong campaign logo to the Board and stated that we had shirts and mouse pads printed out to give to staff members.

Andrea stated that we had a very successful workshop yesterday was the LGBTQ grant from the Community Foundation. We received a grant last year and our planning a series of 5 workshops that are focused on LGBTQ older adults and helping them age well.

Andrea noted that the website's being updated to give the most accurate and accessible information

### **Adjournment:**

Having no further business, the meeting adjourned at 11:54 AM.

Ms. Jessica Del Rio, ElderSource Executive Administrative Assistant, prepared the minutes.



**Advisory Council Meeting  
10688 Old St Augustine Rd  
Thursday June 16, 2022  
12:30 PM**

**Via Zoom**

**Present**

Pamela Sanders – Baker  
Patricia McDonald – Baker  
Stevie Taylor – Clay  
Cheryl Jefferson – Duval  
Ingrid Montgomery – Duval  
Bernie Fitzgerald – Flagler  
Barbara Solomon – Flagler  
Albert Abbatiello – St. Johns  
Latonja Best – St. Johns  
Frances Chew – Volusia

**Staff and Guest**

Tameka G. Holly, COO  
Janet Dickinson, Planner  
Sherry Holmes, Administrative Assistant  
Luella McQueen, Guest

**Absent**

Leslee Dike – Baker  
Diane Eckert – Clay  
Janet Joiner – Clay  
Earnest Berrian – Duval  
Valerie Thomas – Duval  
Caryn Prather – Flagler  
Lili High – Nassau (No longer a member)  
Carol DeMarco – St. Johns (Excused)  
Ashley Jennings – Volusia (Excused)  
Hortense Geter – Volusia (Excused)

**Meeting Called To Order**

Bernie Fitzgerald called the meeting to order at 12:33 PM.

**Roll Call**

Sherry Holmes, Administrative Assistant called the roll and a quorum was present.

**Approval of Minutes**

A motion to approve the minutes from the April 21, 2022 meeting was made by Pamela Sanders and seconded by Al Abbatiello. Motion passed unanimously.

### **Update on Area Plan Development**

Janet Dickinson, Planner noted that the Department of Elder Affairs (DOEA) has extended the current Area Plan into 2023. The next Area Plan will be 2024-2027. This year is an update year and Janet is working on updating our goals and the different objectives in meeting those goals, reviewing our progress in meeting those goals and objectives for this year. The DOEA did advise that we can go ahead with holding our public hearings this year and use the hearings for this update and for the 2024 new Area Plan. All public hearings are done except for one Volusia County.

### **Progress Update on 2022 Needs Assessment**

The Health Planning Council (HPCNEF) has almost completed the 2022 Needs Assessment process. They have finished surveys, interviews and focus groups. Two priority meetings were held. HPCNEF shared the areas that they would be covering and scored the participants' opinions. The focus and the organization of the final report will surround the Social Determinants of Health. HPCNEF will be submitting their final draft to ElderSource by July 1. The finalized document will be shared with everyone.

Pamela Sanders asked when was the Baker County public meeting held and noted that she did not get an email about the meeting. Janet apologized and noted that she would double check information she has on Pamela. Janet noted that it was a very good meeting with 10-12 participants at the Senior Center in Macclenny. Janet stated that she will share the specifics at the next meeting.

### **Social Determinants of Health: Neighborhood and Physical Environment**

Janet briefly presented the six different areas of Social Determinants of Health (SDOH) and from this listing Janet chose Neighborhood and Physical Environment for today's topic of discussion based on information and feedback from the Advisory Council. The World Health Organization (WHO) defines Social Determinants of Health as "the conditions in which people are born, grow, work, live, and age and the wider set of forces and systems shaping the conditions of daily life". Janet shared statistics in all seven counties and in PSA4 regarding factors related to the SDOH. The statistics covered the Older Adult Population ages 60 plus and ages 65 plus in the following categories:

- Living Alone
- Living in Poverty
- High Cost Burden
- Medium Income Age
- Living with a Disability

(See Power Point slides in meeting packet for detailed statistics and references)

For older adults in particular SDOH related factors can have significant implications for their ability to maintain their health and well-being, and live independently and age in place.

Janet led a discussion with the group regarding information on Neighborhood and Physical Environment. The discussion centered on:

- Housing-affordable and accessible
- Safe neighborhoods
- Safety-within the home
- Transportation
- Age-friendly, livable communities.

The group shared their thoughts and opinions on the problems, needs and barriers of these topics and also learned what ElderSource is working on:

### **Housing**

- Cable bills are too expensive.
- Housing needs to be available near bus lines and other forms of transportation.
- Information should be accessible to find agencies for assistance.
- There is a need for affordable housing.
- Comcast and Verizon offer internet services at a low fee for seniors but do seniors know about it and how do they get this information?

Janet attends and participates in several coalitions and groups of different social service agencies with similar interest. She is involved in changing homelessness. Her purpose is to get the word out about specific needs of older adults and their caregivers and disabled adults. Tameka told the group that ElderSource is also looking at doing special projects around the homeless situation. Staff is looking at how to address this issue as we get feedback from our Advisory Council members and other groups as well as funding opportunities. The Senior to Senior Program can be accessed through our ElderSource Helpline for assistance with rent and electric bills. There has to be a crisis attached to the requested need. This is one way of addressing the housing challenges that we see in our communities. Tameka noted that we are continuing to keep our eye on this topic and seek other funding opportunities to address the issues that we see.

### **Safe neighborhoods**

- Crime in lower income neighborhoods, lighting at night, not safe to get out and about in neighborhoods, feeling unsafe.
- Jacksonville does not have enough street lighting, too dark, a need to increase street lighting
- Only one person can walk down sidewalk at a time
- Some communities' sidewalks are only on one side of the street

- What sort of continual law enforcement is protecting the seniors in these underserved neighborhoods?
- Citizens Planning Advisory Committee (CPACs) are a benefit to neighborhoods. They meet monthly and provide information to seniors and communities. Everyone is invited. There are representatives from the Sheriff's Department, Fire Department, Library and Parks Department to try and engage people because there are Programs in place to help people. The problem is getting people to come out.

Janet has offered to look into getting information on the CPACs and send to this group. Janet suggested that members of this group should consider becoming involved in some of these CPAC meetings to express the importance of issues for older adults and adults with disabilities and caregivers.

### **Safety within the Home**

Janet noted that ElderSource does have Programs to assist with safety around the home:

- Fall Prevention Program
- Home Modification Program
- Matter of Balance Program
- Telephone Reassurance Program
- TCARE Program
- Virtual Caregiver Support Group

We have the ability to assist with these things depending upon the crisis and funding available.

Tameka noted that ElderSource has applied for additional funding to assist in areas such as small repairs around the house and light lawn service. Tameka requested that members share our Helpline phone number when hearing of these kind of needs.

### **Transportation**

- Not being able to drive
- Not on bus route
- No flexible schedule for bus transportation
- Local community based transportation is needed to grocery stores and local shops.
- The inconvenience in getting a ride that must be scheduled three days in advance, no flexibility.
- People are not aware that there are Transportation Disadvantage Programs that help older adults and disabled adults.

Janet noted that older adults and adults with disabilities can apply to become eligible for these Programs that offer door to door service to doctor offices and other appointments. ElderSource is looking at any type of transportation program or assistance that we can be involved in.

Janet told the group that at the August 18 meeting she will present the draft of the updated Area Plan and ask for the Advisory Council's acceptance. The Needs Assessment will also be presented at this time.

### **County Reports**

#### *Volusia*

Frances Chew

- The Oasis Program is composed of seniors who meet from September to May in one of the rooms in each of the centers and each center has about 40 participants.
- Transportation and affordable housing is an issue within her community.

Hortense Geter

- Hortense has stepped down as President of the Mid Town Senior Oasis.
- Hortense is working with the City Manager regarding senior transportation and a senior center.

#### *St. Johns*

Latonja Best

- Nothing to Report

#### *Nassau*

No Representation

#### *Flagler*

Bernie Fitzgerald

- Bernie noted that they are expanding their "bread of life" feeding homeless and poor people in Flagler through the different religious organizations and churches.
- Bernie will be speaking with the Flagler County Senior Services Organization. They are having difficulty in finding Providers that can do in-home care. They cannot get the rate from the State in order to pay the companies that do this care. Bernie wants to inquire if a program can be created that would provide fractional care for seniors. Janet will send Bernie the updated contact information as Joanne Hinkel is no longer the point of contact.

Barbara Solomon

Nothing to Report

#### *Duval*

Ingrid Montgomery

- Ingrid noted that Juneteenth is big this weekend. Activities start at Stanton where James Weldon Johnson was a principal. Events are being held all over the city. Saturday there will be a Juneteenth freedom walk that is about a quarter mile from 8<sup>th</sup> Street to the Ritz Theater and on Saturday afternoon there will be a Juneteenth Melanin Market with 250

vendors and on Sunday there will be a Father's Day barbeque. Monday there will be Jazz in the Park.

- The Jacksonville Senior Prom is August 5, 2022 at the Prime Osborn Convention Center from 4-7 PM. Tickets are available after the July 4 Holiday.

### *Clay*

#### Stevie Taylor

- Stevie stated that his organization is dealing with a lot of food scarcity. Seniors are having to make a choice between eating and paying rent.
- Stevie suggested partnering up with the counties within the Advisory Council to do something comparable to an Open House to expose the benefits and opportunities that ElderSource offers. Put it out to the media and have those resources in house the day of the event. Each County would advertise this as a big hoopla. People who need help do not have the information that ElderSource exists.

Tameka responded that as Council members become aware of different events or opportunities where the public will be in attendance to let ElderSource or staffer Sherry Holmes know because we have a Communications and Outreach Department that can attend with brochures and set up a table.

### *Baker*

#### Pamela Sanders

- Pamela noticed that there are signs going up for Free Food Distribution and Free Lunch at Baker Manor. She thinks these might appear at all of the affordable housing areas. There is a Free Food Distribution for everyone at the Fair Grounds every third Thursday of the month.
- Pamela noted that she lives in a rural neighborhood where there are wild animals and this is a safety issue. The funding has been cut for the Animal Control staff and they are no longer out there trying to trap and control the animals.
- Wash, Dry, and Fold is a service that is really needed in Baker County as there are not a lot of laundry mats and none do this service. There are many people who cannot get out to get their laundry done, elderly and people with disabilities.

Stevie Taylor commented that he will make himself available to do something large in Clay County with ElderSource. Tameka stated that she will have Sherry Holmes to pass his information on to Andrea Spencer, VP of Communications and they can discuss how we can work together.

**Old Business**

None

**New Business**

None

There was no further business and the meeting was adjourned.

**Meeting Adjourned at 1:14 PM**

**Minutes prepared by Sherry Holmes, Administrative Assistant**

**These minutes were adopted by vote of this Advisory Council on \_\_\_\_\_.**

**(Date)**

**Secretary: \_\_\_\_\_ Stevie Taylor**