



ElderSource, Inc. (Parent)  
Board Meeting  
July 20, 2022  
Time: 12:00pm

### Agenda

- |      |                                     |                |
|------|-------------------------------------|----------------|
| I.   | Call to Order                       | Elizabeth Gunn |
| II.  | Review of Minutes (5.18.2022)       | Elizabeth Gunn |
| III. | CEO Report                          | Linda Levin    |
| IV.  | Committee Reports                   |                |
|      | A. Parent Finance Committee         | Stuart Gaines  |
|      | B. Strategic Planning               | Brenda Ezell   |
| V.   | Subsidiary Reports                  |                |
|      | A. ElderSource Insitute             | Mike Jorgensen |
|      | B. Medicaid Mangement Services Inc. | Stuart Gaines  |
|      | C. Wise Owl Properties              | Fran Pepis     |
|      | D. AAA ElderSource                  | Elizabeth Gun  |
| VI.  | Adjourn                             |                |

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.

MINUTES  
ElderSource, Inc. (Parent) Board of Directors Conference Call  
May 18, 2022, at 12:00 PM  
Via Zoom

**PRESENT**

Elizabeth Gunn, President  
Melissa Gilreath, Secretary  
Dr. Sandy Robinson, Vice President  
Ed Salek, Treasurer  
Walette Stanford,  
Brenda Ezell  
Fran Pepis  
Catherine Kelly  
Stuart Gaines

**STAFF PRESENT:**

Linda Levin, Chief Executive Officer of ElderSource  
Tameka G Holly, Chief Operations Officer of ElderSource  
Mark Tellier, Executive Director of Medicaid Management Services Inc.  
Jessica Del Rio, Executive Administrative Assistant

**CALL TO ORDER:**

President Elizabeth Gunn called the meeting to order at 12:07 PM

**ROLL CALL:**

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

**REVIEW OF MINUTES:**

Fran Pepis moved to approve the minutes of March 16, 2022. Catherine Kelly seconded the motion. The motion passed without opposition.

**CEO 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 reported that ElderSource is now AIRS reaccredited. We are still the only one in Florida accredited, and we are one of less than five around the country.

Linda noted that the Personnel Committee would be taking a deeper dive into staff turnover and working on the possibility of a salary study. The Board discussed staff turnover.

Note that June will start the full hybrid office.

Linda Levin stated that MMS is working on the ACL grant to prepare itself as a Network Lead Entity (NLE). We are working with Guidehouse, our consultants, to get things in place. We were looking at the IT platforms and sent out a request for information to see if we could use it as a network lead entity.

Mark has convened the Advisory Committee. Guidehouse will be here at the end of this month. They will attend the MMS Board meeting along with the Advisory Committee meeting.

We also are in negotiations with a plan for Medicaid managed care long-term care to offer caregiver support services. They want to pilot it as soon as possible in our area and PSA 3. We would be the network lead entity, and MMS will contract for services to ElderSource Institute and with the AAA in Gainesville.

Linda noted that staff met with the Florida Association of Area Agencies on Aging and held the first Advisory Committee meeting, joined by Guidehouse consultants. Linda stated that the needs assessment is underway, and they are getting ready to finish the report. The consultants will present to a small group of stakeholders to help prioritize what's in that needs assessment. Then there'll be a final report and a presentation to the Board.

That information will be used to help inform the work we're doing with Guidehouse on the Network Lead Entity and what services we want to offer under contract with plans. It will also inform the work of ElderSource, the area agency on aging, what services we contract with providers under our regular programs, and ElderSource institute and our strategic planning.

## **FINANCE COMMITTEE REPORT**

Stuart Gaines presented the Finance Committee report. He highlighted the financial reports ending December 31, 2021.

He stated that our 2021 books are closed, and we are waiting for our financial audit for finalization.

Stuart stated that we are in a strong position and the total operating revenue is \$260,370.77, with a surplus of \$96,925.77. The total personnel cost is \$96,804.00, and a total operations cost of \$38,885.00. We are looking to Net \$124,681.77 at the end of 2021.

The Board recommended combining the yearly conflict of interest with the board pledges.

### **SUBSIDIARY REPORTS**

#### Medicaid Management Services, Inc. (MMS):

Stuart Gaines presented the MMS report. He stated that Mark's been doing a great job with MMS. We have made a proposal to Sunshine, the Managed Care for Medicaid program, and it is in the works.

We're ahead of schedule, and there's a lot of work to be done. We are monitoring Guidehouse, who is very involved in this process, and they have deliverables that they still need to get to us.

#### ElderSource Institute(EI):

Stuart Gaines presented the EI report. He stated that we are expanding the Board, and we have two new Board members. Stuart is currently Board Chair of EI, and we will be replacing Stuart with someone else to avoid conflict of interest.

Stuart noted that we need to have a separation between EI and MMS

#### AAA:

Elizabeth Gunn presented the AAA report. She stated we have action plans around the hybrid activity for the office and staff, making us more competitive in the marketplace. Having a hybrid work situation where one has a little more freedom and flexibility is a good thing.

The Governance Committee has been working very hard to ensure that we have adequate representation from all the areas of our Board. They are also making sure we are utilizing the Advisory Council to stay in touch with our mission and provide the services we are constituted to provide as the AAA in our area.

### ADJOURNMENT:

Having no further business, the meeting was adjourned at 12:35 PM.  
Jessica Del Rio, Executive Administrative Assistant, prepared the minutes.

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

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

# ElderSource, Inc.

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*

## **ELDERSOURCE, INC.**

- The Strategic Planning process is underway with surveys and focus groups conducted and the Board Retreat scheduled for September.
- Staff has started planning the annual A Night with the Stars.

## **ELDERSOURCE, THE AREA AGENCY ON AGING AND AGING AND DISABILITY RESOURCE CENTER**

- New general revenue contracts have started with increases in CCE and ADI as well as in LSP.
- Needs Assessment is wrapping up.
- Submitted another Community Care Corps Grant to expand telephone reassurance to include friendly visitor
- Staff continue with their daily operations.

## **MEDICAID MANAGEMENT SERVICES (MMS)**

- A request for information regarding platforms for care coordination, billing, data collection and analysis was distributed with responses received.
- A request for proposals for IT platform(s) is under development.
- In process of negotiating with a Medicaid Managed Care Long Term Care Plan for caregiver support services is underway.
- Work to prepare the network providers, beginning with the Area Agencies on Aging, is underway.
- Staff participated in several presentations regarding the network lead entity at different national conferences.

## **ELDERSOURCE INSTITUTE**

- The courses for the certificate of completion in aging in partnership with UNF Center on Aging are complete and submitted for approval for CEUs.
- Branding and marketing of the certificate of completion are underway.
- Services that are being developed under the Area Agency on Aging that will eventually move to ElderSource Institute are underway, beginning with the caregiver support services (i.e. assessment, care coordination, training, and support group). Staff will also be developing the health navigator service.

## **WISE OWL PROPERTIES**

- Building is prepped for hybrid work environment.
- Furnishing and cabinets will be moved to new spaces to allow two suites to be available for rent.

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

## **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.



MINUTES  
ElderSource, Inc. (Parent) Board of Directors  
Finance Committee Meeting  
June 24, 2022, at 12:00 PM  
Via Zoom

**PRESENT**

Stuart Gaines, Chair  
Melissa Gilreath  
Fran Pepis

**ABSENT**

Ed Salek-Exc

**STAFF PRESENT:**

Linda Levin, Chief Executive Officer  
James Lee, Chief Financial Officer  
Jessica Del Rio, Executive Administrative Assistant

**CALL TO ORDER:**

Stuart Gaines, chair called the meeting to order at 12:05 PM

**ROLL CALL:**

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

**REVIEW OF MINUTES**

Stuart Gaines moved to approve the minutes from the April 22, 2022 Committee meeting. Fran Pepis seconded the motion. The motion passed without opposition.

**REVIEW OF FINANCIALS**

James Lee presented the financial report ending April 30, 2022. He stated that total operating revenue budgeted at \$262,138.67 and we are currently at \$76,162.89. The total personnel cost is budgeted at \$231,780.86 and we are currently at \$69,453.10.

James stated that the YTD Net total is at \$299,105.79 and we are projected to net \$310,625.37 by the end of the year.

**ADJOURNMENT:**

Having no further business, the meeting was adjourned at 12:45 PM.  
Jessica Del Rio, Executive Administrative Assistant, prepared the minutes.

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

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



**PARENT**  
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>							
Parent Income (Transfer from Operating)	\$225,638.67	\$75,212.89			\$150,425.78	\$225,638.67	33%
Fundraising	\$30,000.00				\$30,000.00	\$0.00	0%
Board Contributions	\$6,500.00	\$950.00			\$5,550.00	\$950.00	0%
<b>Total Operating Revenue</b>	<b>\$262,138.67</b>	<b>\$76,162.89</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$185,975.78</b>	<b>\$226,588.67</b>	<b>#DIV/0!</b>
<b>Revenue Total</b>	<b>\$262,138.67</b>	<b>\$76,162.89</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$185,975.78</b>	<b>\$226,588.67</b>	<b>#DIV/0!</b>
<b>Operating Expense</b>							
<b>PERSONNEL</b>							
Salaries	\$160,142.91	\$54,759.00			\$105,383.91	\$164,277.00	34%
Bonus Y/E	\$28,500.00				\$28,500.00	\$0.00	0%
Employee Benefits	\$29,211.67	\$10,256.00			\$18,955.67	\$30,768.00	35%
Payroll Taxes	\$13,321.88	\$4,287.00			\$9,034.88	\$12,861.00	32%
Payroll Fees	\$604.40	\$151.10			\$453.30	\$453.30	25%
<b>TOTAL PERSONNEL COSTS</b>	<b>\$231,780.86</b>	<b>\$69,453.10</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$162,327.76</b>	<b>\$208,359.30</b>	<b>30%</b>
<b>OPERATIONS</b>							
Rent	\$11,919.00				\$11,919.00	\$0.00	0%
Telephone & Internet	\$2,000.00				\$2,000.00	\$0.00	0%
Consulting & Professional Fees	\$40,200.00	\$6,823.00			\$33,377.00	\$6,823.00	17%
Travel	\$1,000.00	\$234.00			\$766.00	\$234.00	23%
Supplies	\$2,000.00	\$422.00			\$1,578.00	\$422.00	21%
Printing & Supplies	\$1,000.00				\$1,000.00	\$0.00	0%
Night With Stars	\$20,000.00				\$20,000.00	\$0.00	0%
Taxes & Licenses	\$130.00	\$125.00			\$5.00	\$125.00	96%
Executive Director Allocation	\$5,000.00				\$5,000.00	\$0.00	0%
Board Expenses	\$3,000.00				\$3,000.00	\$0.00	0%
Other Non-DOEA Expenses	\$3,000.00				\$3,000.00	\$0.00	0%
<b>TOTAL OPERATIONS</b>	<b>\$89,249.00</b>	<b>\$7,604.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$81,645.00</b>	<b>\$7,604.00</b>	<b>9%</b>
<b>Total Operating Exp</b>	<b>\$321,029.86</b>	<b>\$77,057.10</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$243,972.76</b>	<b>\$215,963.30</b>	<b>24%</b>
<b>NET SURPLUS/DEFICIT</b>	<b>(\$58,891.19)</b>	<b>(\$894.21)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$57,996.98</b>	<b>\$10,625.37</b>	
Intercompany Transfers Projected Y/E 2022	\$300,000.00	\$300,000.00				\$300,000.00	
<b>YTD Net Total</b>	<b>\$241,108.81</b>	<b>\$299,105.79</b>				<b>\$310,625.37</b>	



ElderSource Inc. (Parent)  
Meeting of the  
Strategic Planning Committee  
Meeting via Zoom  
May 31, 2022  
1:00 PM.

**Minutes**

**Present:**

Brenda Ezell, Chair  
Walette Stanford  
Fran Pepis  
Catherine Kelly

**Absent:**

Janet Adkins-Exc  
Dr. Sandy Robinson-Exc  
Bill Ternent-Exc

**Staff Present:**

Linda Levin, Chief Executive Officer  
Tameka Gaines-Holly, Chief Operations Officer  
Jessica Del Rio, Executive Administrative Assistant

**Call to Order:**

Chair Brenda Ezell called the meeting to order at 1:04 PM.

**Strategic Planning Updates**

Linda Levin presented the strategic planning update. She stated that we have the needs assessment and our strategic plan in process, and we have consultants working with our Area Agency on Aging and MMS on their strategy to become a network lead today.

Linda noted that we brought together the three sets of consultants because each consultant will inform the other. To avoid each of them duplicating efforts, they will coordinate their efforts, and they can leverage each other's work.

Linda stated that we would have a final report for the needs assessment by the end of June.

Julia, with Clarity Solutions, has started working on the strategic planning process in terms of getting information in while she waits for the needs assessment report.

We sent out a survey to all the Board members and the Advisory Council members. The surveys are done, and Julia is working on focus groups with our staff at the next staff meeting. The next step is to plan a Board retreat for all the Boards. The Committee discussed the full Board retreat. After discussion, staff will send out a survey on the preferred times and dates for a full Board retreat.

Linda explained there will also be a "task force" made up of staff and board members who will meet every couple of weeks a couple of hours each time after the retreat to go through the information and help set priorities for the plan. Brenda Ezell, Fran Pepis, and Walette Stanford will represent the AAA Board and Wise Owl Board on the task force. Linda will also invite Stu Gaines, Chair of MMS, Mike Jorgensen, Chair of ElderSource Institute and Elizabeth Gunn, Chair of ElderSource. Staff will include the Executive Leadership Team and line staff person.

**Adjournment:**

*Meeting adjourned at 12:56 PM.*

*Minutes prepared by Jessica Del Rio, Executive Administrative Assistant*

**ElderSource Institute (EI) Board Meeting**  
**10688 Old St. Augustine Rd.**  
**Thursday, June 16, at 4:00 PM**  
**Via Zoom**

**Present**

Mike Jorgensen, Chair  
Stu Gaines  
Bill Ternent

**Absent**

Dr. Ashley Jennings-Exc  
Alan Frasier-Exc

**Staff Present**

Linda Levin, Chief Executive Officer  
James Lee, Chief Financial Officer  
Jessica Del Rio, Executive Administrative Assistant

**Meeting Called to Order**

The meeting was called to order at 4:05 PM by Mike Jorgensen.

**Open Discussion**

Linda conducted introductions of all the ElderSource Institute members. Linda explained the history of ElderSource Institute and MMS and how the majority of the members were shared. With the work of each company now growing and potentially having contracts between them, it became important to separate the two Boards.

Linda stated that ElderSource institute was formed to be the services arm to do services and to create a firewall between the Area Agency on Aging (AAA). We won't conduct services at the AAA; It'll be from a separate company ElderSource Institute.

We have focused on education and training and are partnering with UNF. We're launching our certificate of completion with the UNF center on aging. The courses are offered online to people working in the field who do not have a degree in aging but are working in aging and can use some extra education to make them better professionals.

Medicaid Mangement Services, Inc. (MMS) is becoming the Network Lead Entity (NLE) to contract with health plans so that health plans don't have to negotiate with multiple agencies around the state. Our one company will do that for them, and then our one company will build that provider network. We'll manage those contracts for the plans, and those members in the provider network will be area agencies on aging agencies are people with disabilities and agencies that serve older adults.

So the AAAs have been working on launching a direct service that can be available for payment from plans. We will be doing those services under Elder Source Institute, not as the AAA.

Linda noted that we're launching them under the AAA and developing them with the ARPA funds. ARPA funds sit at the AAA, and we have permission from the state to use it. As the NLE forms and ARPA funds start to run out of these services, we will move them over to EI, and then we'll be able to contract with EI to deliver those services to plans and their members.

### **Election of Officers**

The Board reviewed and discussed all current Board members and Board position volunteers. After discussion, the Board approved the following slate of officers:

- Mike Jorgenson, President
- Dr. Ashley Jennings, Vice President
- Alan Frasier, Treasurer
- Bill Ternent, Secretary
- Stu Gaines, Past President

### **Motion:**

Mike Jorgensen moved to approve the Board of Officers as follows:

- Mike Jorgenson, President
- Dr. Ashley Jennings, Vice President
- Alan Frasier, Treasurer
- Bill Ternent, Secretary
- Stu Gaines, Past President

Stuart Gaines seconded the motion. The motion passed without opposition.

Staff will schedule the Board orientations for the new members.

### **Meeting Frequency**

The Board discussed meeting frequency. After discussion, the Board agreed to meet quarterly after 4:00 PM. Staff will send out scheduling information.

***Meeting Adjourned at 10:42 AM***

***Minutes prepared by Jessica Del Rio, Executive Administrative Assistant.***

**Medicaid Management Services, Inc. (MMS)**

**10688 Old St. Augustine Rd.**

**June 30, 2022, at 5:00pm**

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**Present**

Stuart Gaines, President- via Zoom

Samantha Prokop, Vice President- via Zoom

Veronica Catoe, Secretary-Treasurer- via Zoom

Ross Berry- via Zoom

**Staff Present**

Mark Tellier, Executive Director

Jessica Del Rio, Executive Administrative Assistant

Abrianna (Bri) Schmidt, MMS, Inc. Administrative Assistant

**Meeting Called to Order**

The meeting was called to order at 5:04 PM by Stuart Gaines.

**Introduction**

Mark Tellier introduced Abrianna (Bri) Schmidt, the new Administrative Assistant for MMS, Inc. to the Board.

**Approval of Minutes**

Veronica Catoe moved to approve the minutes from the May 2022 Board meeting as submitted. Ross Berry Seconded the motion. The motion passed without opposition.

**Guidehouse Consulting Update**

Mark Tellier mentioned that Guidehouse (GH) Consulting has added two new consultants to the team for MMS and ElderSource.

He stated that the RFI (Request for Information) is now out and that we have received six responses for the IT project.

Mark highlighted the following projects that are working through GH.

- Business and marketing plan
- External value proposition

- Business cases for different service lines
- Criteria for network membership
- Compliance plan
- Job descriptions

### **Executive Director's Report**

Mark Tellier highlighted the items listed in the Director's Report as follows:

- Potential Managed Care Contract
  - Sunshine Health is interested in doing business with us.
    - We put together a business case for them and we are in the process of scheduling a follow-up call.
  - There have been discussions with Molina Health and they are interested in working together with us.
    - Molina is working on a letter of intent they would like to provide to the state for caregiver support services, and want to include MMS.
- MMS Founding Network Membership Development
  - We hosted a call with five of the Florida AAA members where we presented the test pitch case using data from USAging and Scripps that demonstrated that community-based organizations are joining networks and have grown about 200% in the past 4 years.
    - A nondisclosure agreement was sent out to AAA members
  - During the call with the AAA members, Guidehouse presented their information on what services they provide.
- IT Request for information (RFI)
  - We have three vendors for the IT System needed for integrated billing and user-defined reports.
  - We are working forward to getting a request for proposal, reference checks, and final vendor selections and bringing a final proposal to the Board to vote on.

### **Board Recruitment**

The Board reviewed the resume of candidate, Monica Stynchula. Stuart Gaines mentioned Monica's background as an entrepreneur and her intensive healthcare-related background. She was referred to us by Linda Levin. He stated she would be a great addition to the Board and would fit our mission. After discussion, the Board agreed to approve Monica as our newest Board member.

#### **Motion:**

Sam Prokop moved to approve Monica Stynchula as a new board member. Veronica Catoe seconded the motion. The motion was approved without opposition.

**Open Discussion**

Stuart Gaines mentioned the need for officers- Vice-Chair and Secretary-Treasurer. Veronica Catoe volunteered for the Secretary-Treasurer position and Sam Prokop volunteered for the Vice-Chair position.

The Board also discussed the possibility of getting together in person. The planning will be done by staff.

**Motion:**

Sam Prokop moved to approve herself and Veronica Catoe for Board positions. Sam's position is contingent on approval from her Job. Ross Berry seconded the motion. The motion was approved without opposition.

**Adjournment**

The next Board meeting is scheduled for Thursday, July 28th, 2022 at 5:00 PM via Zoom.

The meeting adjourned at 5:23 PM. The minutes were prepared by Abrianna Schmidt

Approved by: \_\_\_\_\_

Veronica Catoe, Secretary-Treasurer

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

## 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: \_\_\_\_\_