

# **ELDERSOURCE BOARD OF DIRECTORS MEETING**

**Wednesday, March 15 at 12:00 P.M.**

**10688 Old St Augustine Road**

**Jacksonville, FL 32257**

## **AGENDA**

1. Call to Order & Introductions Dr. Sandy Robinson , President
2. Roll Call
3. Approval of Minutes (January 18, 2023 Meeting)
4. Mission Moments
5. President's Report Dr. Sandy Robinson, President
6. Chief Executive Officer's Report Linda Levin, Chief Executive Officer
7. Committee Reports/Motions
  - Budget/Finance Committee Ed Salek, Treasurer
  - Programs and Planning Committee Walette Stanford, Vice President
  - Governance, Personnel, Bylaw Committee Amanda Smith, Committee Chair
  - Executive Committee Dr. Sandy Robinson, President
8. Advisory Council Report Cheryl Jefferson, Advisory Council
9. Old Business
10. New Business
11. Other Business/Comments from Members and/or Visitors
12. Next Meeting
13. Adjourn

May 19, 2023  
ElderSource Board Retreat  
Location: TBD

## **PROPOSED MOTIONS**

### Finance Committee:

The Finance Committee recommends approval of the December 2022 Financials.

### Governance Committee:

The Governance Committee recommends approval of Board membership for Cynthia Griffin

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 December 31, 2022**

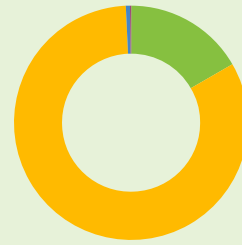
DESCRIPTION	BUDGET	ACTUAL	JE PENDING	Encumber	BALANCE	PROJECTED Actual YTD	IDEAL RATE 83%
<b>Operating Revenue</b>							
DOEA Revenue	2,749,033.06	\$2,174,140.00	\$0.00	\$0.00	\$574,893.06	\$2,608,968.00	79%
Program Revenue	436,508.00	\$114,175.00	\$0.00	\$0.00	\$322,333.00	\$137,010.00	26%
Admin Revenue	\$1,339,421.00	\$1,493,625.00	\$0.00	\$0.00	(\$154,204.00)	\$1,792,350.00	112%
Veterans Program	500,680.00	\$1,450,701.00	\$0.00	\$0.00	(\$950,021.00)	\$1,740,841.20	290%
DOEA Special Project Guide House	\$239,072.73	\$297,472.00	\$0.00	\$0.00	(\$58,399.27)	\$297,472.00	0%
Contributions	\$0.00	\$9,715.00	\$0.00	\$0.00	(\$9,715.00)	\$9,715.00	0%
Interest Income	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0%
Miscellaneous	\$0.00	\$6,190.00	\$0.00	\$0.00	(\$6,190.00)	\$6,190.00	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>\$5,564,714.79</b>	<b>\$5,546,018.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$18,696.79</b>	<b>\$6,892,546.20</b>	<b>100%</b>
<b>Revenue Total</b>	<b>\$5,564,714.79</b>	<b>\$5,546,018.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$18,696.79</b>	<b>\$6,892,546.20</b>	<b>100%</b>
<b>Operating Expense</b>							
<b>PERSONNEL</b>							
Personnel Expenses	\$ 3,059,368.31	\$2,627,088.00	\$0.00	\$0.00	\$432,280.31	\$3,152,505.60	86%
Fringes	\$ 576,422.24	\$209,706.00	\$0.00	\$0.00	\$366,716.24	\$251,647.20	36%
Employee Benefits	\$ 251,805.70	\$432,165.00	\$0.00	\$0.00	(\$180,359.30)	\$518,598.00	172%
Other Personnel Expense	\$ 24,898.54	\$25,374.00	\$0.00	\$0.00	(\$475.46)	\$30,448.80	102%
<b>TOTAL PERSONNEL COSTS</b>	<b>\$3,912,494.81</b>	<b>\$3,294,333.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$618,161.81</b>	<b>\$3,953,199.60</b>	<b>84%</b>
<b>OPERATIONS</b>							
Rent	135,000.00	\$135,000.00	\$0.00	\$0.00	\$0.00	\$162,000.00	100%
Building Maintenances/Repair	3,500.00	\$1,326.00	\$0.00	\$0.00	\$2,174.00	\$1,591.20	38%
Telephone & Internet	45,380.00	\$26,594.00	\$0.00	\$0.00	\$18,786.00	\$31,912.80	59%
Office Supplies	\$25,305.66	\$22,208.00	\$0.00	\$0.00	\$3,097.66	\$26,649.60	88%
Printing & Supplies	\$53,448.51	\$10,149.00	\$0.00	\$0.00	\$43,299.51	\$12,178.80	19%
Postage & Shipping	\$29,640.00	\$16,575.00	\$0.00	\$0.00	\$13,065.00	\$19,890.00	56%
Office Equipment/Leasing	\$46,044.00	\$42,015.00	\$0.00	\$0.00	\$4,029.00	\$50,418.00	91%
Phone System	\$300.00	\$0.00	\$0.00	\$0.00	\$300.00	\$0.00	0%
Document Management System	\$25,000.00	\$0.00	\$0.00	\$0.00	\$25,000.00	\$0.00	0%
Other technology/equipment	\$35,500.00	\$58,321.00	\$0.00	\$0.00	(\$22,821.00)	\$69,985.20	164%
Other Operating	\$5,217.84	\$760.00	\$0.00	\$0.00	\$4,457.84	\$912.00	15%
Software	\$7,500.00	\$3,500.00	\$0.00	\$0.00	\$4,000.00	\$4,200.00	47%
Outreach/Marketing/Advertising	\$69,664.00	\$70,808.00	\$0.00	\$0.00	(\$1,144.00)	\$84,969.60	102%
Travel & Conferences	\$43,223.00	\$43,203.00	\$0.00	\$0.00	\$20.00	\$51,843.60	100%
Dues & Subscriptions	\$51,285.42	\$73,672.00	\$0.00	\$0.00	(\$22,386.58)	\$88,406.40	144%
Consulting & Professional Fees	\$676,179.00	\$536,077.00	\$0.00	\$0.00	\$140,102.00	\$643,292.40	79%
Bank Fees	\$0.00	\$30.00	\$0.00	\$0.00	(\$30.00)	\$36.00	0%
Taxes & Licenses	\$500.00	\$48.00	\$0.00	\$0.00	\$452.00	\$57.60	10%
Property & Liability Insurance	\$19,148.00	\$9,462.00	\$0.00	\$0.00	\$9,686.00	\$11,354.40	49%
Staff Training & Recognition	\$15,000.00	\$10,015.00	\$0.00	\$0.00	\$4,985.00	\$12,018.00	67%
Volunteer Expenses	\$49,766.00	\$12,969.00	\$0.00	\$0.00	\$36,797.00	\$15,562.80	26%
Staff Uniforms	\$2,350.00	\$1,755.00	\$0.00	\$0.00	\$595.00	\$2,106.00	75%
Tuition Reimbursement	\$6,000.00	\$0.00	\$0.00	\$0.00	\$6,000.00	\$0.00	0%
Indirect Cost	\$16,046.00	\$0.00	\$0.00	\$0.00	\$16,046.00	\$0.00	0%
Non DOEA Expenses	\$11,000.00	\$6,963.00	\$0.00	\$0.00	\$4,037.00	\$8,355.60	63%
Restricted Non-DOEA			\$0.00	\$0.00	\$0.00	\$0.00	0%
In-Kind						\$0.00	
<b>TOTAL OPERATIONS</b>	<b>\$1,371,997.43</b>	<b>\$1,081,450.00</b>	<b>\$0.00</b>		<b>\$290,547.43</b>	<b>\$1,297,740.00</b>	<b>79%</b>
<b>Total Operating Exp</b>	<b>\$5,284,492.24</b>	<b>\$4,375,783.00</b>	<b>\$0.00</b>		<b>\$908,709.24</b>	<b>\$5,250,939.60</b>	<b>83%</b>
<b>NET SURPLUS/DEFICIT</b>	<b>\$280,222.55</b>	<b>\$1,170,235.00</b>	<b>\$0.00</b>			<b>\$1,641,606.60</b>	
YTD Intercompany Transfers		\$0.00					
YTD Net Total		\$1,170,235.00					

**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:**  
**Note:**  
**Note:**  
**Note:** Revised budget reflect old and new amendments

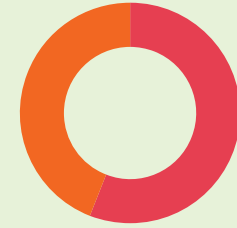
# Area Agency on Aging Balance Sheet Dashboard as of Dec 31, 2022

Current Ratio  
1.39

Ideal Ratio  
>1.0



**\$6,266,031**



**\$6,266,031**

## Financial Narrative

AAA is in a healthy cash position

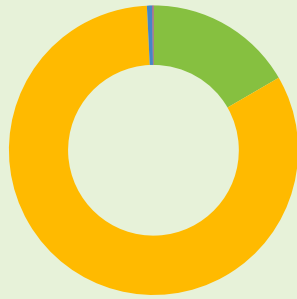
### TOTAL ASSETS

CASH & EQUIVALENTS	\$1,043,385
ACCOUNTS RECEIVABLE	\$5,177,324
PREPAID EXPENSES	\$36,459
PROPERTY & EQUIPMENT	\$8,863

### TOTAL LIABILITIES & NET ASSETS

LIABILITIES	\$3,504,159
NET ASSETS	\$2,761,872

# Balance Sheet Dashboard as of Dec 31, 2022



**\$6,266,031**  
TOTAL ASSETS

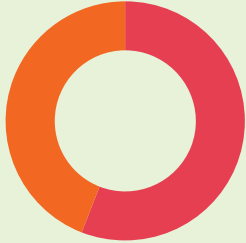
CASH	VALUE
CASH & EQUIVALENTS	1,043,385
SUBTOTAL	1,043,385

LONG TERM ASSETS	VALUE
PROPERTY & EQUIPMENT	8,863
SUBTOTAL	8,863

ACCOUNTS RECEIVABLE	VALUE
PROGRAMS RECEIVABLE	4,912,869
INTERCOMPANY RECEIVABLES	264,455
SUBTOTAL	5,177,324

PREPAID ASSETS	VALUE
PREPAID INSURANCE	18,205
PREPAID PROVIDER EXP	18,254
SUBTOTAL	36,459

## Balance Sheet Dashboard as of Dec 31, 2022



**\$6,266,031**  
TOTAL LIABILITIES

LIABILITIES	OWE
ACCOUNTS PAYABLE	2,343,527
ACCRUED EXPENSES	0
ACCRUED PAYROLL	104,645
TAXES PAYABLE	4,883
DEFERRED REVENUE	1,051,104
SUBTOTAL	3,504,159

FUND BALANCE	OWE
NET ASSETS	1,915,985
CURRENT YTD INCOME	845,887
SUBTOTAL	2,761,872



## BOARD OF DIRECTORS APPLICATION

### I. Your Contact Information:

Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Home Address: \_\_\_\_\_

Business Address: \_\_\_\_\_

Occupation: \_\_\_\_\_ Email: \_\_\_\_\_

### II. Your Background (Please attach a resume)

What is your area of expertise either through work or education?

Accounting

Investment

Finance

Marketing

Website Development

Fundraising

IT/MIS

Planning

Business Development

Law (specify type): \_\_\_\_\_

Other: \_\_\_\_\_

What sector would you say you represent?

Health Care

Business

Government

Higher Education

Faithbased Organization

Disabilities

Other: \_\_\_\_\_

Please list other community boards and committees you currently serve on, and years of involvement:

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List other aging agencies and or other community activities in which you have been involved:

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List three references:

Name

Phone Number

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**III. Your Ability to Serve:**

I am able to regularly attend bi-monthly Board meetings. ☐ Yes ☐ No  
I am able to serve on Committees in addition to Board meetings. ☐ Yes ☐ No  
I am be able to commit to additional time for training and retreats. ☐ Yes ☐ No  
I understand I am expected to make a financial commitment meaningful to me. ☐ Yes ☐ No

**IV. Your Views on our Organization (use reverse side for additional comments):**

What is your interest in the Northeast Florida Area Agency on Aging d/b/a ElderSource?

Please write a brief statement of your understanding of the mission of the organization:

Signature: Cynthia Griffin

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

Please attach a resume.



## **MINUTES**

ElderSource  
Board of Directors Meeting  
10688 Old St Augustine Rd  
Jacksonville, FL 32257  
January 18, 2023  
12:00 PM

### **PRESENT:**

Dr. Sandy Robinson, President  
Ed Salek, Treasurer-Via Zoom  
Melissa Gilreath, Secretary-Via Zoom  
Barbara Ann Greene  
Walette Stanford, Vice President-Via Zoom  
Dr. Sandy Robinson  
Juliet Williams-Via Zoom  
Grady Williams, At Large-Via Zoom  
Vivile Dietrich  
Elizabeth Gunn  
Shelley Hirsch  
Pamela Sanders- Via Zoom  
Catherine Whitworth, At Large- Via Zoom  
Amanda Smith- Via Zoom  
Cheryl Jefferson, Advisory Council

### **ABSENT:**

Brenda Ezell-Exc  
Daryl Banks

### **STAFF PRESENT:**

Linda Levin, Chief Executive Officer  
Tameka G. Holly, Chief Operations Officer  
Trina Nullet, Chief Financial Officer  
Andrea Spencer, VP of Communications  
Renee Knight, VP of Community Services  
Fred Richards, VP of Planning, Programs, Compliance, and inclusion  
Kyle Sanchez, Business Development Manager- Via Zoom  
Jessica Del Rio, Executive Administrative Assistant

### **CALL TO ORDER:**

President Dr. Sandy Robinson called the meeting to order at 12:05 PM.

### **ROLL CALL:**

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

### **APPROVAL OF MINUTES:**

Elizabeth Gunn moved to approve the minutes of November 16, 2022, meeting with the ElderSource Board of Directors. Walette Stanford seconded the motion. The motion carried without opposition, and the minutes were approved as submitted.

### **MISSION MOMENTS**

Kyle Sanchez, Business Development Manager, presented the mission moments I wanted to share is from our Senior-to-Senior program. He spoke on a client who is a 63-year-old, single female who lives alone in Duval County. She was referred to us by the United Way for rent assistance. The client's family

was contributing to her rent and suddenly stopped, which caused her to fall behind on her rent. The resolution is that her landlord worked with her to remove a \$221 meal plan that was a part of her rent. The client receives \$281 in SNAP benefits, so she was still able to meet her food needs, and the Senior-to-Senior program paid her back rent, allowing her to remain in her current housing. Her satisfaction survey said that the help she received was right on time, that she had anxiety with the thought of facing homelessness, and that God sent her an angel on earth, referring to our ElderSource case manager.

Kyle stated that the next two mission moments are from our newer tablet program that started about three months ago. Based on the satisfaction surveys with that program, we heard that one client's husband really likes the tablet, and it's been helpful in keeping his mind busy during treatments. Another client stated that they are enjoying the tablet and are using the activities to help with her memory.

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

Dr. Sandy Robinson presented the President's report. She stated that everything at ElderSource is going well. Sandy met with Linda back at the end of December to kind of look at our upcoming year and talked about structure. She stated that she appreciates the support and feedback that we're getting and she encourages the Board to meet in person at all the meetings.

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

The written *Chief Executive Officer's Report* for January 2023 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 her CEO report and encouraged the Board to review the full report. Linda highlighted the following:

- Advocacy
- DOEA Monitoring
- Enhanced HCE
- Grants
- Diversity, Equity, Inclusion, and Belonging (DEIB)
- In the Community
- Mission Moments

Linda noted that on the DOEA Monitoring report, there was one finding tied to CIRTSS, the old DOEA client and services database. There were four reports that had errors exceeding the allowable error rate:

1. Two had to do with overdue assessments
2. Two had to do with APS (Adult Protective Services) data not entered correctly in a separate database shared by DOEA, Department of Children and Families, our service providers and area agencies on aging.

The overdue assessments are tied to the workforce challenges we have been experiencing along with our counterparts throughout the state. Part of the challenge is that with the transition to the new State database, e-CIRTSS, we have not had a report that will show us which clients have assessment due or over-due assessments to be able to get caught up. This concern has been shared with the Department and will be addressed in our improvement plan that is due at the end of the month.

The issue with APS referral documentation is an issue we are addressing with providers, providing training and additional quality assurance of their data entry. This will also be detailed in the improvement plan.

There were several recommendations made by the Department that staff are reviewing and considering

for implementation. The report is attached to this report and the improvement plan will be presented to the Board.

Linda spoke on the Enhanced HCE Contract as a potential concern. We received a three-party contract from DOEHA that includes AHCA (The Agency for Health Care Administration) and us, for \$3,728,684.92, \$372,868.49 of which is for Administration. The grant period is through October 31, 2023. The Florida Association of Area Agencies on Aging (F4A) shared several concerns with the Department not least of which are:

- Due dates for reports creating a burden on providers and the Area Agencies on Aging to process and submit on time
- financial penalty of \$100 a day for each day the report is late
- the ability to spend the funds by the end of the contract
- the ability to find vendors who can do the work, e.g., home modifications, ramps, etc. and
- the fact that there is no advance funding to be able to put deposits down with home repair vendors who are accustomed to having that.

There is language in the contract that required this funding to be competitively procured, but our own procurement policy and procedures, which we were directed to follow, state that in such cases where there is “an urgent or emergency situation when there is insufficient time to utilize another bidding process”, we may procure services non-competitively.

We are working with our Community Care for the Elderly Lead Agencies, who were previously competitively procured, to work with the active clients while we work to help with the clients on the waiting list through the use of temporary short term case managers. All this said, we gave the Department our word, that even with these concerns, we will do the best that we can to serve as many people as possible.

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

Ed Salek presented the Budget/Finance Committee report. Ed highlighted the financials for the month ending October 31, 2022. He stated that the personnel expenses are lower than budgeted, and that is driving revenue to be a little lower than expected. We will still net a surplus of \$330,275.73 and the budget for the year was \$280,222.55. After a discussion with the CFO she is working to close out the year and with no unexpected concerns.

The Committee talked about ways to invest our funds. As a Committee, we will meet to talk about those opportunities to invest.

To answer Walettes questions of the \$7,318 variance in other technology/equipment, Ed stated that we needed to purchase more technology than budgeted.

#### **Motion:**

The Finance Committee recommends the approval of the financial reports for dates ending October 31, 2022. The motion passed by acclamation.

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

Vice President Dr. Sandy Robinson presented the Planning and Programs Committee report. She stated that the Committee talked about general revenue contracts, surplus deficit, Veterans Directed Care Program.

Dr. Robinson stated that there are no major concerns within the programs and planning department

and encourage the Board to review the full programs report.

**ADVISORY COUNCIL REPORT:**

The Advisory Council report was presented by Cheryl Jefferson. She stated that the council received a presentation from the SHINE department about Medicare Benefits. We also received a presentation on the Strategic Plan from Tameka G. Holly. At the next meeting, we will have a presentation on Dementia. The Nominating Committee will meet to vote on new officers.

**EXECUTIVE SESSION:**

During the executive session, the Board reviewed each section of the CEO Performance Appraisal report. Dr. Robinson noted that overall, Linda's ratings were 4.5 or above. The Board would like to find out more about why Linda rated herself so low under the interpersonal skills section. The Board mentioned getting more information about fundraising. Ed will gather more information on budgets for a salary increase from Trina. The Board would like to have the possibility of doing a salary study every 4-5 years to make sure our CEO's salary is within the appropriate salary range. The Board also talked about implementing more succession plans within the organization. The Board will have a separate meeting with the Board of ElderSource, Inc. to finalize the Performance Appraisal Report.

**OTHER BUSINESS**

Dr. Robinson stated that staff would schedule the full-day Board retreat for May 2023, and she encouraged everyone to attend Board meetings in person.

**ADJOURNMENT:**

Having no further business, the meeting was adjourned at 2:07 PM.

**NEXT MEETING:**

The next meeting of the ElderSource Board of Directors is scheduled for Wednesday, January 18, 2023, at 12:00 PM

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

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

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



## CEO's Report March 2023

*"Challenge yourself. Don't settle for mediocre or good enough. There is always more, better, that next level of achievement. Go for it. Believe that the best is really yet to come."*  
- Mary-Frances Winters.

### Operational Priorities

The Staff is working on a number of priorities. Our new Chief Financial Officer and new Vice President of Planning, Programs, Compliance and Inclusion, bring great experience to ElderSource from which we will benefit. They also do not come from the aging network so we are focused on them learning our work and our operations so they can help make improvements and ensure compliance. We are also focused on:

- Implementing the corrective action/program improvement plan in response to the 2022 DOEA monitoring,
- implementing the Volunteer Florida Hurricane Ian recovery grant,
- implementing the Enhanced Home Care for the Elderly program,
- closing out 2022 Older Americans Act,
- responding timely to the Departments request for information related to new contracts and amendments,
- continuing to grow the Veterans Directed Care Program,
- launching and expanding services funded by the American Recovery Plan grant,
- moving to the cloud which includes implementation of an intranet for staff,
- filling positions, promoting staff, reducing staff turnover, staff development, succession planning

We are also starting work on the strategic plan goals at a sensible pace so we continue to move forward without burning out staff.

### DOEA MONITORING

Attached is the corrective action/performance improvement plan from the 2022 Monitoring. DOEA is changing their monitoring process this year going forward. They are going to a three year monitoring cycle so that they will monitor five area agencies on aging a year. They will be spending more time, cover all programs and monitoring areas, and increasing their visits to senior centers/meal sites and clients.

The Department is also moving to a risk based approach based on a point system and will make extra visits to planning and services with more points. – following up on findings, point system – will make extra trips to those planning and services with more points. Points are allocated as follows:

## 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.



1. Monitoring findings: 20
2. Type a suggestions for improvement: 2
3. Type b suggestions for improvement: 1
4. Single audit findings: 20
5. Material weakness: 10
6. Change in AAA executive leadership: 5.
7. Feedback from contract manager and other DOEA staff: 2-20

I understand the schedule this year is not based on this point system. We are schedule for monitoring May 22 through May 26. As always, we encourage Board and Advisory Council members to attend the entrance and exit meetings. Once those are scheduled, we will let members know.

### **Hurricane Ian Recovery – Volunteer Florida**

We, along with several other Area Agencies on Aging impacted by Hurricane Ian, received \$600,000 to help older adults with recovery. Fred Richards, Vice President of Planning, Programs, Compliance and Inclusion, developed an Memorandum of Understanding with the United Way of Flagler/Volusia to provide debris removal, home repairs, relocation assistance, temporary sheltering, and food assistance. In addition, he developed a standard operating procedures and report formats, in partnership with Trina Nullet, Chief Financial Officer.

### **Other**

*University of Florida, Bob Graham Center, Florida Health Policy Leadership Academy:* I was select as one of ten to participate as a Fellow in this opportunity. We meet every week and learn about different topics:

- Health in All Policies Framework
- Mental Health and Substance Use
- Criminal Justice
- Tobacco and Chronic Diseases
- Infectious Disease and Senior Health
- Maternal and Child Health
- Health-related Social Needs
- Housing
- Environment

Throughout the process, we each select a public health policy project to work on and they provide assistance. I will be looking into how to change the policy related to nursing home entitlement under Medicaid so that individuals are entitled to home care and community-based care instead.

*The Arc Jacksonville Specialized Aging Support (SAS):* I serve on the Arc Jacksonville's Advisory Committee for their new ACL funded project to support individuals with intellectual and development disabilities at risk of or are in the early stages of Alzheimer's Disease, and their caregivers. This is such an important issue. We started having members of our staff meet with the Arc SAS staff to explore opportunities to partner and collaborate.

## **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



USAgging: I asked to serve on two panels at this year's USAging Conference in July: Building on Five Decades of Excellence to Reach New Heights and Bootcamp for New Directors.

## MISSION MOMENTS

Ms. M. is divorced and lives with a friend and a minor grandchild in an apartment they rent. United Way 211 referred the applicant for rent assistance. Her crisis was caused by an auto accident in December. The accident, left Ms. M. disabled and unable to continue working at Walmart. Her last paycheck was on January 2<sup>nd</sup>. She has applied for Social Security Disability, and her first check will arrive the end of March. To date, the bills have been paid with the roommate's Social Security, but it is not enough to cover everything, and they have received a three-day eviction notice. Senior to Senior was able to assist Ms. M. with her rent until her disability checks start. In the meantime, she reached out the staff who helped her to see how an she volunteer to help others.

Ms. D. is 81 years old and lives alone in a home she owns. ElderSource's Helpline referred the applicant for bathroom modification assistance. Ms. D. crisis was caused by her physical impairment making it difficult for her to walk and to get in and out of her bathtub safely. Senior to Senior was able to pay to have her tub converted to a shower, have a shower chair and grab bar installed and fix the tiling to prevent water from seeping behind the wall. This assistance will greatly increase Ms. D.'s quality of life, making her home environment safer and possible for her to remain living there longer.

Ms. S. is a cancer patient who reached our Benefits Enrollment Center seeking assistance. She left this message for staff: "Hi, Veronica. This is E. S. We haven't talked for a while. I've been having some [major] stuff going on but anyway, I just wanted to thank you, mostly for helping me get some programs started. I was approved for SNAP, Extra Help with my prescriptions, and Medicaid." She is also working staff to apply for the Medicare Savings Program. Ms. S. told staff that because of the help that was provided, she can now go through her cancer treatments with a lot less stress.

Thank you note from Ms. W. from holiday gift delivery:

Dear Carrie, I am still so touched by the very special visit with you and the other Carrie right before Christmas. I know you are both so busy, so I am very grateful for you spending such a generous amount of time with me. It was such fun and a huge day brightener it was. You both have such a caring and sweet spirits. Just saying thank you for the wonderful bag of gifts you brought feels so inadequate. There are no words that are sufficient to convey the depth of my gratitude for ElderSource's warm-hearted and incredibly generous, thoughtful and caring gifts. Please extend my dearest thanks to all those who contributed to making my Christmas so very special – and so abundant! These gifts will bring me joy all through the coming year. ElderSource's mission is of such importance to our community. I wish ElderSource a prosperous and fulfilling year ahead in carrying out its mission and making a positive contribution to the counties it serves. God bless you all.

*"I want to make a difference with people who want to make a difference, doing something that makes a difference."— John C. Maxwell*



haven

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CAP SUMMARY, IMPLEMENTATION, AND MONITORING REPORT TOOL FOR AAA

# 2022 Corrective Action Plan

Planning and Service Area 4

ElderSource

Submitted by: *Linda J. Levin*  
(Executive Director Signature)

Date January 29, 2023



## I. CORRECTIVE ACTION PLAN GUIDANCE

The contract manager may require the contractor to develop a CAP when determined necessary through monitoring or contract management activities. DOE's monitoring report includes areas reviewed and corresponding achievement, based on compliance with authoritative guidance and the expectations outlined in the Interpretive Guidelines. Areas not achieved require a formal corrective action plan to be submitted to the contract manager within **30 days** of the AAA's receipt of the monitoring report. DOE contracts indicate if the contractor is notified by the contract manager that it has failed to correctly, completely, or adequately perform contract deliverables, the contractor will have **10 days** to submit a CAP to the contract manager that addresses the deficiencies and states how the deficiencies will be remedied within a period approved by the contract manager.

Problems that warrant corrective action typically include:

- Failure to ensure client health or safety;
- Ineffectual subcontractor monitoring;
- Notable lapses or interruptions occurring in client services
- Fraud, unethical or illegal acts;
- Inferior quality of services;
- Failure to perform all or part of the agreement;
- Late performance or late submission of reports on a recurring basis;
- Inadequate, unclear, or excessive billing;
- Inadequate accounting systems or questionable expenditures;
- Commingling of funds (the inability to tie costs to the project's specific funding source);
- Financial instability
- Significant changes in personnel (key employees) or operations;
- Unqualified staff;
- Ineligible clients; or
- Inadequate documentation.

The CAP template documents the contractor's objectives and specific action steps to address the findings noted in the DOE monitoring report or contract performance deficiencies identified by the DOE contract manager. In the CAP template, the AAA/ADRC will create objectives and specific action steps to address Monitoring Report findings or contract compliance issues identified by the contract manager. In addition, the AAA/ADRC will provide response to each of the suggestions for improvement that have the potential to become future findings if not addressed. Once approved by the contract manager, the AAA/ADRC will use the CAP document to report the progress of CAP activities.

The contract manager's oversight of the contractor's CAP may include:

- Issuance of new directives or guidelines regarding performance requirements;
- Implementation of additional training or technical assistance;
- Strengthening of existing internal or operational controls;
- Review of performance deficiencies prior to and during contract renewal; or
- Formal notice of non-compliance and enforcement of contractual remedies

## II. CAP KEY CONTACTS AND DATES

AAA CAP Contact: **Fred Richards**

DOEA Contract Manager **Bonnie Anderson**

Dates of On-Site Visit: **June 15<sup>th</sup> - 16<sup>th</sup> 2022**

Date of Report: **12/22/2022**

Last Updated 2/21/22

### III. SUMMARY OF DOEA MQA MONITORING FINDINGS<sup>1</sup>

#### Finding Number 1 - – CIRTIS deficiencies exist

A review of prior year CIRTIS data analysis revealed that four of the 13 reports contained errors exceeding the standard allowable rates for each report. The allowable error rates are based on prior year median achievement of accuracy and the case load variances of the PSA.

The reports with errors that exceeded the allowable rates are as follows:

A:

<i>Report Menu #</i>	<i>CIRTIS REPORTS</i>	<i>Allowable Error %</i>	<i>PSA 4 Standards</i>	<i>Reports run 4/12/2022</i>
<b>Metric 1</b>	Assessments overdue or not done (ACTV or ACV & APCL)	.7%	44	<b>160</b>

B:

<i>Report Menu #</i>	<i>CIRTIS REPORTS</i>	<i>Allowable Error %</i>	<i>PSA 4 Standards</i>	<i>Reports run 4/12/2022</i>
<b>Metric 2</b>	Assessments overdue or not done (on APCL only)	1.0%	75	<b>1,168</b>

C:

<i>Report Menu #</i>	<i>CIRTIS REPORTS</i>	<i>Allowable Error %</i>	<i>PSA 4 Standards</i>	<i>Reports run 4/12/2022</i>
<b>Metric 13</b>	APS ARTT Referrals Not Acknowledged as Received	.5%	1	<b>3</b>

D:

<i>Report Menu #</i>	<i>CIRTS REPORTS</i>	<i>Allowable Error %</i>	<i>PSA 4 Standards</i>	<i>Reports run 4/12/2022</i>
<b>Metric 14</b>	Incomplete ARTT Referrals (required data not entered by providers)	.5%	1	2

These deficiencies reflect non-compliance with the DOEA Programs and Services Handbook (the Handbook), DOEA's contracts, and the APS Referrals Operations Manual. Error reports are generated based on CIRTS data that does not appear to conform to current policies and practices. The impact of not maintaining accurate data for these reports (researching and making corrections timely) includes the following: deterioration of client condition not being detected timely (that could result in health or safety risks), and clients identified and referred by APS as being high-risk for abuse, neglect, or exploitation potentially not receiving services within statutory timeframes that could result in further risk to their health and safety.

<b>OBJECTIVE 1:</b> Overdue Assessments		<b>TARGET COMPLETION DATE<sup>2</sup>:</b> August, 2023	
<b>ACTION STEP 1:</b> Address Workforce Shortage – increase wages			
<b>PERSON RESPONSIBLE:</b> Renee Knight		<b>DATE COMPLETED<sup>3</sup></b>	12/2022
<b>ACTION STEP 2:</b> Assign extra staff to address overdue assessments			
<b>PERSON RESPONSIBLE:</b> Kadawndra Sales/ Renee Knight		<b>DATE COMPLETED</b>	01/2023
<b>ACTION STEP 3:</b> Allow staff overtime hours to complete overdue assessments			
<b>PERSON RESPONSIBLE:</b> Kadawndra Sales/Renee Knight		<b>DATE COMPLETED</b>	02/2023
<p><b>DOEA CONTRACT MANAGER COMMENTS:</b></p> <p>The DOEA OAA/GR Contract Manager will work with the DOEA ADRC Contract Manager To confirm monthly compliance of each action step.</p> <p>Action Step 1: Please indicate which staff will be receiving an increase in wages. <b>AAA Response:</b> Wages were adjusted for screeners and eligibility staff to address both retention and recruitment.</p> <p>Action Step 2: “Assign Extra staff to address overdue assessments” Please provide more information For this action step- where are these extra staff coming from? Is there a certain number of overdue Assessments that these staff are aiming to complete, as in productivity goals, monthly benchmarks, etc.? <b>AAA Response:</b> ElderSource added ADI Intake &amp; Screening position in 2022/23. Three staff members are assigned to work the reassessment/overdue list. In our experience, approximately 40% or less of the clients who are due reassessments result in a rescreening. Most receive the 3 contacts, letters and closure (30 days). Top reasons: lost contact, moved, nursing home, and passed away. The goal is to reduce the overdue assessment list by 400 each month (understanding that 100 to 150 are added each month as due).</p> <p>Action Step 3: Which staff will be allowed overtime hours, &amp; for how long? <b>AAA Response:</b> ElderSource has three ADRC/MAC staff working overtime to assist with the overdue assessments. Overtime has been approved through April 1<sup>st</sup> and may be extended based on funding availability.</p>			
		<b>REVIEW DATE</b>	
		<b>OBJECTIVE COMPLETION DATE:<sup>4</sup></b>	<ENTER TARGET DATE>

<b>OBJECTIVE 2:</b> APS ARTT Referrals: not acknowledged as received and incomplete (data not entered by providers)	
<b>TARGET COMPLETION DATE:</b> 04/2023	
<b>ACTION STEP 1:</b> Create a standard operating procedure	
<b>PERSON RESPONSIBLE:</b> Terika Scatliffe/Fred Richards	<b>DATE COMPLETED:</b> 3/1/2023
<b>ACTION STEP 2:</b> Evaluate training given by providers to their staff. Provide feedback. Ensure the requirement of core services being provided within 72 hours is included.	
<b>PERSON RESPONSIBLE:</b> Terika Scatliffe/Fred Richards	<b>DATE COMPLETED</b> 3/8/2023
<b>ACTION STEP 3:</b> Contract managers provide additional training to providers.	
<b>PERSON RESPONSIBLE:</b> Terika Scatliffe/Fred Richards	<b>DATE COMPLETED</b> 3/24/2023
<b>Action Step 4:</b> Monitor providers on compliance monthly	
<b>PERSON RESPONSIBLE:</b> Terika Scatliffe/Fred Richards	<b>DATE COMPLETED</b> Ongoing
<p><b>DOEA CONTRACT MANAGER COMMENTS:</b></p> <p>Action Step 1: When will this new standard operating procedure be completed? Please provide the date and a copy of this standard operating procedure to the GR/OAA Contract Manager once it is completed.</p> <p><b>AAA Response:</b> The new SOP has been completed as of 3/1/2023 and sent to Contracts Manager for review.</p> <p>Action Step 2: How does ElderSource plan on evaluating the training given by providers to their staff?</p> <p><b>AAA Response:</b> A request will be sent to all providers to upload to SharePoint all APS training materials. Using DOEA handbook requirements as a guide, Contracts Manager will then review for compliance. Feedback will be given to better present information moving forward.</p> <p>Action Step 3: When will this training take place? Will this be a training that ElderSource contract managers provide to all the providers at one time? Please provide the dates of this training and submit training materials/sign in sheets to the GR/OAA Contract Manager.</p>	

**AAA Response:** This training will be provided by ElderSource to all providers via zoom to allow for participation for those unable to attend in person and to be recorded for future reference. Tentatively schedule for 3/24/2023. Training materials and sign in sheets will be provided to Contracts Manager by COB on the day of training.

**/OBJECTIVE COMPLETION DATE:** <ENTER ACTUAL  
DATE>

IV. SUGGESTIONS FOR IMPROVEMENT RESULTING FROM MINOR NONCOMPLIANCE

<b>A.1</b>	DOEA suggests ElderSource ensure volunteers complete Level II criminal history background screenings in the Clearinghouse with accurate applicant names and complete history information, use current DOEA background screening forms, sign and date the Privacy Policy Acknowledgement prior to screening, and sign and date the Attestation of Compliance Candidate form after eligibility determination.
<b>AAA Response</b>	<p>Prior to the background screening, HR will have volunteers to complete the Privacy Policy Acknowledgement. HR will then review forms from applicants and/or volunteers for accuracy and completeness upon receiving them back. Any form that is not completed at the time of review, a follow up email will be sent requesting for the form(s) to be completed. Once received back, HR will move forward with initiating the background screening.</p> <p>HR will also ensure applicant and/or volunteer is complete with history information and the information that is in the Clearinghouse is accurate.</p> <p>After receiving the results from background screening and the determination reflects 'Eligible', the applicant and/or volunteer will be sent the Attestation of Compliance Candidate form to complete.</p> <p>HR will check for the most current DOEA background screening forms, monthly. A checklist will also be used to ensure each step is followed and all forms are reviewed and completed. Moving forward, HR will periodically conduct audits to ensure all documents are completed, as suggested by DOEA.</p>
<b>DOEA Response</b>	DOEA accepts this response.



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<b>A.2</b>	DOEA suggests ElderSource ensure its Title IIIB legal assistance provider non-attorney staff sign the Attestation of Compliance Candidate form after notification of Level II background screening eligibility.
<b>AAA Response</b>	Staff will be having calls with the two legal services providers, providing a deadline for compliance and recommending their HR staff have a procedure in place. ElderSource Staff will monitor this more closely.
<b>DOEA Response</b>	DOEA accepts this response.

<b>A.3</b>	DOEA suggests ElderSource ensure that a qualified dietitian (other than the caterer's) signs and dates all menus at least four weeks prior to implementation and maintain sufficient documentation to confirm the dietitian annually develops materials for nutrition education and staff and volunteer training in the areas of nutrition, food service management, and food safety.
<b>AAA Response</b>	This requirement will be reiterated with provider the first Planning and Programs provider call as a reminder to all. If need be, for specific providers, deadlines will be put in place prior to the 4 week deadline to ensure they are meeting this requirement.
<b>DOEA Response</b>	DOEA accepts this response.

<b>A.4</b>	DOEA suggests ElderSource ensure that each meal site is monitored at least quarterly using the Nutrition Program Compliance Review (NPCR).
<b>AAA Response</b>	This requirement will be reiterated with provider the first Planning and Programs provider call as a reminder to all. If need be, for specific providers, deadlines will be put in place prior to the 4 week deadline to ensure they are meeting this requirement.
<b>DOEA Response</b>	DOEA accepts this response.

<b>A.5</b>	DOEA suggests ElderSource ensure periodic quality assurance checks are in place to ensure Elder Helpline Information and Referral/Assistance Specialists are adhering to DOEA's <i>Summary of Standards for Professional Information &amp; Referral</i> . For call management purposes, we also suggest the Helpline supervisor review call center data and Refer records to ensure specialists adequately explain resources and encourage the caller call back if the resources provided do not meet their needs; encourage callers to call the Helpline for cancelations and earlier available screening times; and refer callers to outside resources when their situation needs intervention before the first available screening appointment.
<b>AAA Response</b>	The Helpline request callers to take the Satisfaction Survey at the end of their calls, when call monitoring, if staff did not request the client to complete the Satisfaction Survey, the Helpline Supervisor will remind them. The Helpline Supervisor also runs a report to show how many Satisfaction survey responses were returned monthly.

	<p>The Helpline Supervisor also anonymously call listens periodically to staff and offer suggestions and coaching when needed.</p> <p>The Helpline Supervisor routinely reviews call center data and displays monthly results in the Information &amp; Referral Counts file that can be found on the V drive under ADRC Billing and reports.</p> <p>The Helpline Supervisor met with staff to remind them to explain what the resources could possibly provide also giving detailed information found in the service description for the resource. Also to give outside resources while waiting on the waitlist.</p> <p>We do not encourage callers to call the Helpline for cancellations but if they request an earlier appointment we maintain a cancellation list so that when a cancellation becomes available we can offer that to the next person on the list. The reason we do not offer the caller to call back to see if there is a cancellation is because as soon as a cancellation becomes available we look to the list to offer the cancellation and/or the cancelled appointment goes back into the pool and does not last. Therefore, calling for a cancellation would be of no benefit to the client. Would only clog our Helpline with callers calling for cancellations. I explained this to Gretta during monitor visit.</p>
<b>DOEA Response</b>	DOEA accepts this response and looks forward to improvement.

<b>A.6</b>	DOEA suggests ElderSource ensure that In-service training for APS case management staff is conducted on a variety of topics that include the following: accurate and appropriate case file documentation, documentation of follow-up within two weeks to ensure services have begun, service units for core services are entered in CIRTIS using the date-specific method for the 72-hour period following a high-risk referral from APS, and training on the ARTT tutorial and APS Ops Guide.
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<b>AAA Response</b>	ElderSource staff will review providers' own training as well as provide them with training.
<b>DOEA Response</b>	Please provide the Department with the dates of the anticipated training and follow up with any training materials provided, sign in sheets, etc.  March 24

<b>A.7</b>	DOEA suggests ElderSource ensure units for core services are entered in the Client Information and Registration Tracking System (CIRTS) using the date-specific method for the 72-hour period following a high-risk referral from APS.
<b>AAA Response</b>	ElderSource staff will review providers' own training as well as provide them with training. Staff will continue monitoring for compliance.
<b>DOEA Response</b>	Please provide the Department with the dates of the anticipated training and follow up with any training materials provided, sign in sheets, etc.  March 24

<b>A.8</b>	DOEA suggests that ElderSource's Advisory Council (AC) continue its efforts to recruit active members to improve attendance and reduce unexcused absences.
<b>AAA Response</b>	Staff will continue efforts to recruit members and create ways to encourage active participation.
<b>DOEA Response</b>	DOEA accepts this response.

<b>A.9</b>	DOEA suggests that ElderSource ensure that initial screenings are completed within 14 business days.
<b>AAA Response</b>	In 2021 we lost half of our screening staff. We have worked to refill those positions. We have also seen an increase in the requests for initial and significant change reassessments. We increased salaries to help with retention and are having staff do overtime to get caught up on overdue assessments.
<b>DOEA Response</b>	DOEA accepts this response and looks forward to improvement.

<b>A.10</b>	DOEA suggests that ElderSource's ADRC provides training to staff to ensure efficient administration of the 701S and that the ADRC Supervisor periodically monitor staff to evaluate performance.
<b>AAA Response</b>	The Intake and Screening Supervisor randomly monitors calls for compliance. If errors are identified with the completion of the screening staff are notified. The intake and screening staff also participated in a three-part customer service training program in 2022.
<b>DOEA Response</b>	<p>Please provided the Department with the dates of the three-part customer service training program that took place in 2022, along with any training materials that were distributed and attendance/roster.</p> <p>June 8, 2022  July 21, 2022  August 18, 2022</p> <p>Attached are the training materials and rosters.</p>

<b>A.11</b>	DOEA suggests that ElderSource ensure that contracts with subcontractors, including all attachments, are signed and dated at the time of contract execution.
<b>AAA Response</b>	A Compliance Manager position has been created to ensure compliance with this suggestion, among other things.
<b>DOEA Response</b>	DOEA accepts this response.

<b>B.1.</b>	DOEA suggests that ElderSource implement a process for canceling invoices to ensure that expenses are only paid once.
<b>AAA Response</b>	Fiscal will implemented a procedure to address this.
<b>DOEA Response</b>	Please provide the Department the date that this new fiscal procedure will be created/implemented.  See attached.

**ElderSource**  
**Budget/Finance Committee Meeting via Zoom**  
<https://zoom.us/j/755470668>  
**Friday, February 24, 2023**  
**1:00 PM**

**Present**

Melissa Gilreath  
Juliet Williams  
Ed Salek, Chair

**Staff**

Trina Nullet, Chief Financial Officer  
Linda Levin, Chief Executive Officer  
Abrianna Schmidt, Administrative Assistant

**Meeting Called to Order**

The meeting was called to order at 1:02 PM, and a quorum was present.

**Review of the Minutes**

Juliet Williams moved to approve the minutes from January 12, 2023, as presented.  
Melissa Gilreath seconded the motion. The motion was approved without opposition.

**Financial Report**

Trina Nullet highlighted the preliminary financial reports for the date ending December 31, 2022.

Personnel expenses are under budget due to vacancies in positions and over projections. The other Technology and equipment line item was over \$22,000. Donor management system will balance out the deficit on the other technology and equipment line item.

Trina stated that we budgeted \$280,222.55 for the year and we are at surplus of \$1.1 Million.

To address the Committees question on the deficit under Employee benefits expenses, Trina will follow up with the Committee.

Trina highlighted the Balance Sheet Dashboard. She stated that total liabilities & net assets are at \$6,266,031. Liabilities \$3,504,159 and net assets \$2,761,872.

Trina noted that there are no concerns regarding the budget and we are in a healthy cash position.

Motion:

Melissa Gilreath moved to approve the preliminary financial reports for December 2022 as presented. Juliet Williams seconded the motion. Motion carried without opposition.

**Open Discussion**

The Committee spoke in regard to investing funds. Trina is working on creating a cash projection report for the Committee to make sure we have enough funds to cover payroll and providers as well as to have a better understanding of what funds we have unrestricted to invest. The Committee has agreed to create an investment policy and staff will work on completing the policy.

Ed and Trina will meet to talk about reformatting the financials.

***Meeting adjourned at 1:45 PM.***

***Minutes prepared by Jessica Del Rio, Executive Expeditor***



**Programs Committee Minutes**  
**10688 Old St Augustine Rd**  
**Thursday February 16, 2023**  
**11:00 AM**  
**Via Zoom**

**Present**

Walette Stanford, Chair

**Staff**

Linda Levin, CEO  
Fred Richards, Plan/Prgs/Compl/Inclu.  
Terika Scatliffe, Prgs. Compl. Mgr.  
Kyle Sanchez, Bus. Develop. Mgr.  
Janet Dickinson, Planner  
Sherry Holmes, Admin. Assistant

**Absent**

Barbara Greene  
Grady Williams

**Meeting Called to Order**

Walette Stanford called the meeting to order at 11:01 AM.

**Approval of Minutes**

A motion to accept the December 15, 2022, minutes approval was tabled until the next meeting scheduled for April 20, 2023, due to the lack of a quorum.

**Programs Report**

Terika Scatliffe, Programs Compliance Manager reviewed the Report Highlights and noted that Adult Protective Services (APS) had no areas of concern. There were no Aging Out clients for the months of November and December.

Recommendations proposed for addressing Surplus/Deficits:

- Transfer funds in LSP (Local Service Program) from Nassau to Baker.
- Transfer funds in ADI (Alzheimer's Disease Initiative) from Flagler to Baker.

Walette agreed for staff to proceed with the above actions due to time restraints and the lack of a quorum. These recommendations will be brought back to the Committee for approval in the next meeting.

Contract Updates:

All OAA (Older Americans Act) contracts have been signed and executed between the providers and the AAA (Area Agency on Aging).

All Enhanced HCE (Home Care for the Elderly) contracts have been sent to providers. Internally we are still planning to manage wait-list clients under this grant.

### **Surplus Deficit**

Terika reviewed the Surplus Deficit Power Point slides with the Committee Chair and noted that ADI and CCE (Community Care for the Elderly) and HCE (Home Care for the Elderly) grants received increases in September and October of last year. This contract started on July 1 and two months after starting all providers received increases. Providers are ramping up services, providing more services to clients they already serve, adding more clients so they can spend out this grant. They now have additional monies that they did not technically budget for at the beginning of this contract. We still have surpluses in these three areas. We are collaborating with the providers to assist them with providing those services or increasing their services, increasing their client count and any anything else they may need.

#### *Alzheimer Disease Initiative (ADI)*

There are surpluses in this program.

#### *Community Care for the Elderly (CCE)*

There are surpluses in this program.

#### *Home Care for the Elderly (HCE)*

There are surpluses in this program.

#### *Local Service Programs (LSP)*

There is a slight surplus, and this should even out by the end of the contract.

There are no concerns with this contract currently.

#### *Respite for Elders Living in Everyday Families (RELIEF)*

This Program is a little underspent and we expect to break even by the end of the contract. No concerns with spending out.

#### *Nutrition Services Incentive Program (NSIP)*

These funds are expected to be spent out. No concerns.

#### *Emergency Home Energy Assistance Program (EHEAP)*

There are no concerns with spending out currently.

#### **Older American Act (OAA) Programs**

- Title IIIB (*Support Services*)
- Title IIIC1 (*Congregate Meals*)
- Title IIID (*Health and Wellness*)
- Title IIIC2 (*Home Delivered Meals Programs*)
- Title IIIE (*Care Giver Support Program*)

### **Veteran's Directed Care Program**

There are 22 Veterans enrolled in the Orlando service area and five in process/pending status. Gainesville has 60 Veterans enrolled and one in process/pending status. Gainesville is waiting on 12 to be referred by VA (number due to staffing issues at the VA). Projected to receive two new referrals a week. Fred will be restructuring this department, ensuring that staff have manageable caseloads and ensuring person center care is delivered. There are two full-time employees, and we will be adding two more. One of these positions to be added will be a Lead position and we are looking to fill it with an internal candidate. This Program is growing and has the potential to grow even more.

### **Florida Disaster Fund Award (Volunteer Florida)**

ElderSource submitted an application for this fund award, and the MOU (Memorandum of Understanding) was signed. This is a \$600,000 funding award that can be used for anything related to Hurricane Ian recovery such as displacement, home repairs, furniture being replaced and debris removal. The grant is very flexible. No restrictions on the use of the funding and the reporting demands are very minimal:

- Summary of activities
- Counties activities took place in
- Successes/Accomplishments
- Number of volunteers
- Number of volunteer hours
- Share two-three unique outcomes achieved with funding
- Number of survivors assisted

Staff are attempting to partner with different organizations. Fred has secured a lot of interest from the United Way of Volusia and Flagler Counties. He is now talking with the Red Cross, as they have many volunteers that can be deployed. The Red Cross is also located in the areas that we are looking at St. Johns, Flagler, Volusia areas. There is no time limit on the expenditure. Linda explained The First Lady of Florida collaborated with Volunteer Florida to identify the four Planning and Services Areas (PSA) that had some Hurricane Ian impact.

### **USAgings Vaccination Collaboration**

Fred noted another opportunity for ElderSource where we can partner with different agencies to provide vaccinations at home or in a clinic. Participants can receive vaccinations, support services, transportation, personal support, referrals to other required services, outreach, and education. Staff are trying to get the partnership secured. Fred had conversations with quite a few different agencies, and a lot of health departments. The Grant/Partnering Agency will receive a base reward of \$50,000 per Agency and can earn an additional \$33 per shot if the shots are covered by Medicare and Medicaid. The different vaccines that we will be allowed to administer are Influenza, Covid, Pneumonia and Shingles. Fred has also reached out to different pharmacies and received some buy in and participation. Fred believes this can be a great collaboration to improve the health and quality of the people we serve through our network. Linda noted that this grant is intended to target those populations that are medically underserved, minority and rural

communities, including LGBTQ and others. This funding is through USAging, the national association for Area Agencies on Aging

Some agencies we are trying to partner with are The Center for Dependent Living Sites, Health Departments for Clay, Baker, Nassau, and Volusia. There was a recent conversation with the paramedics of Flagler County and Fire Rescue that we will continue.

### **ADRC Summary Report**

Renee Knight, VP of Community Services presented the ADRC Summary with the Committee. The report detailed the following information:

- Helpline
- Intake & Screening Team
- Medicaid Eligibility Team
- SHINE/SMP/MIPPA

### **Caregiver Support Programs**

Kyle Sanchez, presented brief updates on the following Programs:

*Ring Doorbells and Alexa Together:* ElderSource received 50 Ring Doorbells and 50 Alexa Together Devices for free from Amazon and a \$10,000 gift. We have partnered with BEAM and Seniors on a Mission to distribute these devices. Training for installation was completed on January 26.

*Powerful Tools for Caregivers:* The 2023 class schedule is live on the ElderSource website. The first class starts Thursday, February 9 and lasts for 6 weeks.

*Trualta:* ElderSource has partnered with Trualta and received a \$100,000 grant from the Humana Foundation. Part of this grant is going to fund Trualta which is an online caregiver education program, which can be integrated with our other caregiver program that is online called TCARE. TCARE is a burnout prevention program. The goal is to connect 100 family caregivers by January 2024, with a minimum of 40 caregivers from underserved locations and communities.

#### *Healthcare Navigator:*

This program would be funded through the American Rescue Plan. We contacted DOEA to update staff positions to align with other service descriptions related to the Healthcare Navigator, but they are different. The program is paused until we can update this information.

*Tailored Caregiver Assessment & Referral (TCARE) Program:*

The program supervisor is hiring a second Care Connector for this program, with a preference to bilingual applicants. (See the outcome of program results on Kyle's presentation slide).

*Senior to Senior:*

The Moran grant has the goal of serving 130 clients this fiscal year. There are six months remaining in the contract. We have served 84 clients (65% of our client goal) and expended 64% of the Moran funds (with \$49,240.54 remaining). This program is also funded by the Weaver grant which runs on a different fiscal year cycle.

*Telephone Reassurance (TR) Program:*

Anita Thaxton previously worked on this program and left in June 2022. Anita will be returning next week to assume her previous position as Care Connector. Kyle recently completed the training of five new volunteers and expects the program to continue to move forward.

*Tablet Program:*

ElderSource has 50 tablets through a company called It's Never too Late (iN2L) designed for older adults and family caregivers. The program will be restructured and placed under the Telephone Reassurance program.

**Development of the New 2024 Area Plan**

Janet Dickinson, Planner presented and explained how she is preparing for the next full Area Plan. The Plan will go from 2024-2027. This is a recent change to a four-year plan as the Plans had been three-year plans. This was changed to align with the State of Florida Area Plans. Each Year we do updates but every four years we do a completely new plan. This is a year-round activity for Janet in preparing for the plan cycle and gathering information. Staff received the finalized template from DOEA. The plan is being streamlined this time. It also includes what we are doing to outreach into specific areas of our communities that the DOEA has decided, and we also feel are the critical areas, like minorities, non-English speaking, rural areas, low income.

Janet noted that there are two parts to the plan: Program module and the Contract module. The program module is due September 15 to DOEA. The contract module is due October 3. Janet will be updating the Programs Committee, Advisory Council, and the Board throughout the year on how we are progressing with developing this Plan and to get input on different sections of the Plan. Over the course of the next few meetings Janet will discuss in detail the different sections of the Plan and what is included in each of those sections.

### **Health Equity Learning Collaboration (BAHELC)**

ElderSource applied to be a part of this collaborative and was chosen as one of the 12 AAAs in the United States. This collaboration started in January and included a series of workshops, learning opportunities and homework assignments. ElderSource participants/leads for activities are Janet Dickinson, Fred Richards, and Kyle Sanchez. These participants will be speaking with leadership, Boards of Directors, Advisory Council, and Programs Committee for their input. The goal is to help ElderSource, other AAAs and the Community Care Hub to build on any existing diversity, equity, inclusion, and belonging strategies and practices we have and expanding it to our provider networks. ElderSource is focused on expanding our own efforts for DEIB internally as well as externally with our providers and see what they are doing in the realm of DEIB. The last meeting is on July 6.

### **Simplifving/Streamlining the RFP Process**

Fred noted that we are looking at moving this process from paper to electronic. Fred is currently exploring some opportunities. *Submittable* is a social impact platform and one example of an online tool for bids and applications. Staff will be looking at how can things be streamlined, make it more efficient for ElderSource staff as well as for the people who are applying.

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

**Meeting adjourned at 12:14 PM**

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

AAA ElderSource Board of Directors  
Meeting of the  
Executive Committee  
1/31/2023 at Noon

**MINUTES**

**Present:**

President, Dr. Sandy Robinson  
Treasurer, Ed Salek  
Secretary, Melissa Gilreath  
At-Large, Grady Williams  
Vice President, Walette Stanford

**Absent:**

At-Large, Catherine Whitworth-Exc

**Staff Present:**

Linda Levin, Chief Executive Officer  
Trina Nullet, Chief Financial Officer  
Jessica Del Rio, Executive Expeditor

**Guest:**

Fran Pepis  
Catherine Kelly  
Ed Salek  
Brenda Ezell

**Meeting Called to Order:**

President, Dr. Sandy Robinson called the meeting to order at 12:05 PM. A quorum was present.

**Strategic Plan**

Linda Levin presented the Strategic plan. She stated that the plan includes the mission, vision, and purpose of each of our companies. Our desired outcomes are to have more funding, to provide more services, and and to do more "better".

She highlighted the following Strategic goals:

- Increase Awareness of Services
  - Refine goals.
  - Seek professional marketing assistance.
  - Continue to communicate and evaluate the effectiveness of the communication strategies and implementation.
- Buildout and Grow MMS
  - Set staffing.
  - Continue to build Board.
  - Develop marketing.

- Develop operations and quality assurance.
  - Manage risk.
- Buildout and Grow ElderSource Institute
  - Set staffing.
  - Continue to build Board.
  - Develop marking.
  - Develop operations and quality assurance.
  - Manage risk.
- Pursue Transportation Solutions
  - Form Task Force
  - Research issues
  - Identify and evaluate opportunities.
  - Conduct risk assessment.
- Pursue Housing Solutions
  - Form Task Force
  - Research issues
  - Identify and evaluate opportunities.
  - Conduct risk assessment.
- Pursue Social Enterprise Opportunities
  - Form Task Force
  - Research issues
  - Identify and evaluate opportunities.
  - Conduct risk assessment.

Linda noted there is a tool at the end of the report that will score the goals in importance. This is the tool we are going to use going forward with tackling the initiatives in the strategic plan.

### **Motion:**

Walette Stanford moved to approve the Strategic Plan 2023-2027. Ed Salek seconded the motion. Motion passed without opposition.

### **CEO Appraisal/Compensation**

Dr. Sandy Robinson stated that overall that Linda's performance was an outstanding evaluation. As it relates to the evaluation, we should look at changing the section of fundraising to net revenue.

The Board recommends that we look at staff turnover. The Board would like feedback from exit interviews in regard to rating leadership within the organization. It was also recommended to have the current employees do a stay survey and have succession plans.

The Board talked about creating a more substantial bonus program and keeping staff at a good salary range. We also need to look at other non-financial ways to keep our staff satisfied.



Sandy stated that staff receives 3-5% increases based on performance. Last year Linda received a 5% increase and we have currently budgeted for another 5% increase for 2023. Within the last three years we have brought the CEO's salary close to market range.

**Motion:**

Walette Stanford moved to approve the evaluation as presented and provide a 5% increase to the CEO's salary. Grady Williams seconded the motion. The motion was approved by acclamation.

**Meeting adjourned at 12:53 PM**

**Ms. Jessica Del Rio, Executive Expeditor prepared the minutes.**

**Advisory Council Meeting  
10688 Old St Augustine Rd  
Thursday February 16, 2023  
12:30 PM**

**Via Zoom**

**Present**

Stevie Taylor – Clay  
Cheryl Jefferson, Chair – Duval  
Ingrid Montgomery – Duval  
Valerie Thomas – Duval  
Bernie Fitzgerald – Flagler  
Chernice Benjamin – Nassau  
Carol DeMarco – St. Johns  
Latonja Best – St. Johns  
Dr. Ashley Jennings – Volusia  
Frances Chew – Volusia

**Staff and Guest**

Linda Levin, CEO  
Fred Richards, VP Pln./Prgs./Compl/Inclu.  
Janet Dickinson, Planner  
Sherry Holmes, Admin. Assistant

Pamela Sanders (former Advisory Council member, now Board member)

**Absent**

Patricia McDonald – Baker (Resigned)  
Lesa Lee Dike – Baker  
Diane Eckert – Clay  
Earnest Berrian – Duval  
Barbara Solomon – Flagler  
Caryn Prather – Flagler  
Albert Abbatiello – St. Johns  
Hortense Geter – Volusia

**Meeting Called To Order**

Cheryl Jefferson called the meeting to order at 12:35 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 December 1, 2022, meeting was made by Bernie Fitzgerald and seconded by Dr. Ashley Jennings. Motion passed unanimously.

### **Nominating Committee**

Dr. Ashley Jennings, Chair of the Nominating Committee informed the Advisory Council that the committee met on January 18, 2023, to discuss the slate of officers for 2023. It was determined that the presiding officers should retain their positions for the year 2023 due to their performance. The Nominating Committee is recommending that these officers continue their positions in the following capacity:

Cheryl Jefferson – Chair

Bernie Fitzgerald – Vice Chair

Stevie Taylor – Secretary

### **Motion**

A motion to accept the slate of officers as presented to the Advisory Council was made by Carol DeMarco and seconded by Bernie Fitzgerald. Motion passed unanimously.

### **Strategic Plan Presentation 2023-2027**

Linda Levin laid out the highlights of the ElderSource Strategic Plan. This Plan she noted is different from other plans as it is more outward looking and helps to not only identify the needs but also the possibility to step in and mitigate some of these needs and do something in the community with the community to help move the needle. Linda pointed out the following actions to be acted on in conducting this Strategic Plan:

#### **Process**

- Focus Groups
- Needs Assessment
- Data
- Task Force

Linda reviewed the goals, strategies, and measures outlined below:

#### **Goals**

- More Money
- More Service
- More Better

#### **Strategies**

- Raise Awareness of Services
- Build out and grow MMS
- Build out and grow ElderSource Institute
- Pursue Housing Solutions
- Pursue Transportation Solutions
- Pursue Social Enterprise Opportunities

#### **Measures**

- ADRC calls and contacts
- Amount of services delivered-through providers and offered directly
- MMS contracts with Plans and providers
- Services through ElderSource Institute
- Revenue
- Employee, Volunteer and Client Satisfaction

### **Dementia – Categories and Challenges**

Janet Dickinson, Planner gave a detailed and informative presentation on dementia to include the following:

- Definition and Types
- Challenges
- ElderSource Involvement

The Power Point slides are available in the meeting packet for more detail.

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

The 2022 Needs Assessment has been added to the ElderSource website. This can be accessed by going to [www.myeldersource.org](http://www.myeldersource.org) at the bottom of the webpage clicking on 2022 Needs Assessment under Public Notices. Also, Advisory Council members can get the document by directly clicking on the link in the Power Point slide show. This document is 300 pages long.

### **Update on the New 2024 Full Area Plan**

Janet noted that this is now a four-year Plan. Janet is in the process of preparing as there is a new template and instructions provided by the DOEA (Department of Elder Affairs). The Plan will be more stream-lined and will focus on being a living document. The full, completed Plan will be due to the DOEA in September. The Program Module is due on 9/15/2023 and the Contract Module (financials) is due on 10/3/2023. The Advisory Council, Programs Committee and the Board of Directors will be provided with updates on the progress throughout the year and will be asked for their input.

Janet suggested that for the next Advisory Council meeting the main topic be the Area Plan, where she would go over the different sections of the Area Plan and how these sections are to be built out. Over the next two Advisory Council meetings, Janet will be covering the Area Plan in detail, the development and where we are on the Area Plan. Janet noted that a public hearing will be held in March or April, but the date and location have not been decided yet. Janet will also deliver information on Long-Term Health Insurance in the April meeting.

### **Advisory Council Membership**

Baker – No representation

Clay – 1 active member

Nassau – 1 active member

Cheryl asked members to consider making recommendations for these county openings. Cheryl noted that letters were sent to four inactive members on the Advisory Council on February 3, requesting that they respond to their interest in continuing as a member. No responses were received. Members were asked to respond to meeting invitations to help determine if there will be a quorum for that meeting. Also, some members are having issues with logging in to the portal and we are working on that.

### **County Reports**

#### *Volusia*

Dr. Ashley Jennings

- Nothing to report.

Frances Chew

- Frances was ill and hospitalized for a pacemaker.
- Frances was accepted for Meals on Wheels through the local Council on Aging.
- Frances reported that she attends several senior programs and an Advisory Board meeting that oversees these senior programs. Frances reports to them on events happening in town.

#### *St. Johns*

Carol DeMarco

Nothing to report.

Latonja Best

- Reported that she receives inquiries from seniors who are not aware of St. Johns County Advisory Council representatives for their communities.
- Issues on transportation are the main topic of discussion from seniors. St. Johns Express Select is a transportation service Latonja is inquiring how can she get this information out to the community.
- Seniors want more sidewalks, to be able to walk in their neighborhoods. They want a livable community.

Janet volunteered to assist Latonja and Carol with a phone meeting regarding senior transportation.

#### *Flagler*

Bernie Fitzgerald

- Reported that they are continuing to expand meals for the poor and homeless through additional churches in Flagler.
- They are starting a program to expand Rock Steady Boxing for people with Parkinson's in Palm Coast.

### *Nassau*

#### Chernice Benjamin

- Chernice reported on a service called Papa Pal that provides social transportation and rides for seniors and people with disabilities. You can also work for them. They pay \$15 an hour based on a grant that a young man did regarding his father. This is a national program. The program is not income based.
- A new Rita Italian Ice has opened, and they provide catering to any group.
- A Grumpys Restaurant formerly from Orange Park will be opened in Nassau County.
- Nassau County Council on Aging has a website for learning zoom. Seniors learn how to use mail and do administration work, another website is babyboomers.com with a wealth of information for seniors.
- Active After 50 Expo will be held on April 29 at the Atlantic Recreational Center, Fernandina Beach 10 AM-2PM. This is an event where they have different activities to stimulate the mind and body.

### *Duval*

#### Ingrid Montgomery

Ingrid sent this information in, and Cheryl presented the information.

- Cheryl noted that a Fish-a-thon is happening on April 7, at Hannah Park.
- The Senior Expo will be held May 17-18 at the Prime Osborn Convention Center.
- Walk for Seniors Wellness will be coming soon in the Spring. The date to be announced.

#### Cheryl Jefferson

- Cheryl noted that there will be a Kingsley Heritage Celebration on Saturday February 18 Homecoming from 10:00 AM – 3:00 PM and Saturday February 25, Living History 10:00 AM – 3:00 PM. Events are free and open to the public.

### *St. Johns*

#### Latonja Best

- Community Hospice and Palliative Care is partnering with the City of Jacksonville to do a caregiver mini conference. There will be speakers on heart health and wellness tips. February 25 at 10:00AM - 1:00 PM at the Mary Singleton Center Lunch and entertainment will be provided.

*Clay*

Stevie Taylor

- The Strawberry Festival will be at the Clay County Fairgrounds on March 4-5.
- The World of Nations is being held at the Tailgaters parking lot across from the stadium on February 18-19. The expectation is for over 35,000 for the weekend.

*Baker*

Pamela Sanders

- The Friendship Center which is the Council on Aging Center for seniors is open.
- There is still an issue with Meals on Wheels as Pamela acknowledged that she knows of someone who has been waiting a year and a half.
- Pamela will continue to attend the Advisory Council meetings until there is a replacement. Pamela will also be actively looking for a replacement.
- Pamela agrees that there is a transport problem for and from County to County.

Janet will assist Pamela with finding information on referrals or meals for this individual.

The Advisory Council members have decided that their next meeting in April will be in person at ElderSource. All scheduled meetings will now be held in person in the ElderSource building. Members unable to attend an in-person meeting can still use Zoom.

### **Old Business**

None

### **New Business**

None

### **Public Comments**

None

There was no further business, and the meeting was adjourned.

**Meeting Adjourned at 1:50 PM**

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

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

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