



2022 IMPACT REPORT



MISSION:

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

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.

IT ALL STARTS HERE >>

AGING AND DISABILITY RESOURCE CENTER HELPLINE

Our agency tagline, Start Here for Help, says it all. The ElderSource Helpline continues to be the entry point for individuals who do not know how or where to begin to access services and information. Helpline specialists connect clients and their caregivers to vital resources with the goal of helping them maintain their dignity and independence.

It is a well-known fact that the needs for older adults will grow. Census information shows that 605,759 seniors (60+) are living in our seven-county service area, nearly 27% of the population.

SHINE – SERVING HEALTH INSURANCE NEEDS OF ELDERS

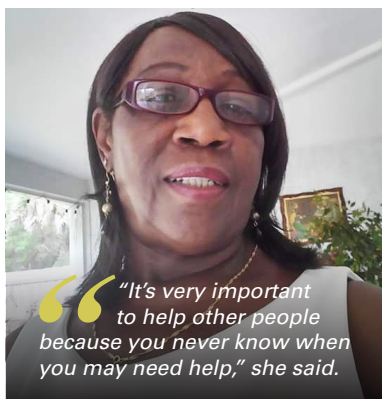
With the help of SHINE (Serving Health Insurance Needs of Elders) counselors, older adults are provided with one-on-one, free and unbiased counseling to help them make informed decisions about their Medicare benefits. This program helps eliminate the confusion of understanding Medicare and easing the ability to access benefits.

Shining Results in 2022:

- SHINE volunteers made 3,132 contacts to individuals seeking free, unbiased counseling through the SHINE program.
- \$2.5 million saved on Medicare Part D.
- \$2 million saved on Medicare Savings plans.



Cynthia celebrated 14 years of volunteering with SHINE in 2022.



Virene has been a SHINE volunteer for 10 years. In 2022 alone, she estimated she helped more than 100 people, and possibly 1,000 people or more during the past nine years.



37,056

People called for information and resources.



OVER 7,400

seniors and persons with disabilities were screened for services.



496,934

Home delivered meals were distributed in 2022.



34,386

hours of personal care services were provided.



69,468

Hours of homemaking services were provided.



74 family caregivers received burnout prevention support through ElderSource.



30 family caregivers completed a six-week caregiver skill class call Powerful Tools for Caregivers.



54 Telephone Reassurance volunteers called 69 seniors.

THE SENIOR TO SENIOR FUND >>

The ElderSource Senior to Senior Fund is a program funded by the J. Wayne and Delores Barr Weaver Foundation through the Community Foundation of Northeast Florida and a grant from the Jim Moran Foundation. This funding helps older adults facing an unexpected short-term financial crisis resolve issues related to housing, utility and transportation preventing them from living independently. The Senior to Senior Fund has been a lifeline for many older adults and last year was no exception.

2022 HIGHLIGHTS

- 192 seniors received assistance.
- \$230,000 was provided to assist with rent, utilities, and home repairs.



A NEW WAY AROUND THE HOUSE

D'etta Morgan suffered complications from a blood clot that forced her to have her leg amputated. She had to relearn how to walk and move around her home.

"It's a struggle," she explained. "Everything's hard. I fell the second day I was home. It was real hard getting in and out of the house."

Despite being given a wheelchair and walker, Morgan had a challenging time getting in and out of the shower, using the bathroom and leaving her home. The stairs were especially hard to navigate; she would have to sit on the ground in order to go up and down.

It appeared she would never get to enjoy her gardening again. Morgan could not tend to her backyard because she was not able to go down the steps on her porch. After calling multiple organizations requesting help, Morgan was finally

referred to ElderSource. ElderSource's Senior to Senior Fund paid to install five grab bars in the bathroom and an aluminum ramp on her back porch. ElderSource also arranged for weekly light housekeeping and home delivered meals to come to her home.

"Now I can get out and water my stuff," she said. "ElderSource helped me when no one else would."



HELP AFTER A HIT-AND-RUN

Gale Banks was shocked when she walked out of a grocery store to find out someone had crashed into her car while she was shopping and left without leaving their contact information.

"When I saw it, I was just panicked," Banks said. "How am I going to get home?"

After riding around for a few weeks with her bumper taped up, she knew she had to get it fixed before she or someone else ended up getting hurt.

Banks got the car repaired for \$900, but the unexpected expense left her without rent money. A friend referred her to ElderSource. The agency's Senior to Senior fund was able to pay one month's rent, eliminating Banks' fear of how she was going to manage the shortfall.

"You all came to my rescue," Banks said. "I was just in awe. I was totally happy!"





ZEROING IN ON CAREGIVER SUPPORT »

By 2030, the number of potential family caregivers will be almost half of what we have today, according to the CDC. The alarming statistics magnify the need to provide support and resources for the impact on family caregivers. ElderSource is working to meet the needs of this important group of individuals.

THE TAILORED CAREGIVER ASSESSMENT AND REFERRAL PROGRAM (TCARE)

The Tailored Caregiver Assessment and Referral Program is designed to support family member caregivers who are at risk for burnout. Caregivers are interviewed by a Care Connector to identify stressors and then a care plan is created to help them address the root causes of burnout. Initially funded by the Florida Blue Foundation and bolstered by a grant from the Humana Foundation, TCARE was a boon to many caregivers in 2022. The ElderSource Care Connector team assessed 74 people who had personalized plans created for them to help reduce burnout and connect to support resources.

"Thank you for your help and guidance through this journey. Despite my brother's challenges, I wanted to make sure he is able to live the remainder of his life with dignity. Your caregiver support program really helped me and my brother." -- TCARE client caregiver Marie M.

THE VIRTUAL CAREGIVER SUPPORT GROUP

The Virtual Caregiver Support Group, established prior to the pandemic, is a safe place for caregivers to share information, ask questions and voice personal feelings with other caregivers. The support group has proven to be an invaluable resource for those who participate. Recognizing that many caregivers' schedules did not allow for participation during the afternoon group, an evening group was created to better fit their needs.



Giving caregivers the guidance and resources to be the best caregiver they can is the goal of the **Powerful Tools for Caregivers** program. With funding from the American Recovery Act, Powerful Tools for Caregivers is an evidence-based program of six classes held once a week that provides participants the tools needed to succeed in their caregiving journey. Last year 30 people completed the program.

CAREGIVER COALITION OF NORTHEAST FLORIDA

Caregiver Coalition of Northeast Florida is a partnership of 25 leading health care, aging and senior service organizations that work together to provide caregivers with resources and support from the agencies who can help them. Managed by ElderSource, the Coalition last year offered virtual workshops and an in-person event. More than 200 people attended the virtual workshops and more than 40 people benefited from an in-person workshop featuring valuable information on respite care.



PROGRESS! >>

SUPPORTING LGBTQ OLDER ADULTS

Age Your Way was the name and theme of a new series of online educational series targeted to lesbian, gay, bisexual, transgender and queer (LGBTQ) older adults, offering vital information and resources relevant to their needs. Funded by the LGBTQ Fund at the Community Foundation for Northeast Florida, ElderSource partnered with SAGE, a national advocacy and services group for LGBTQ elders to offer the series of five workshops. Each workshop featured a panel of experts who discussed issues that older LGBTQ people face such as accessing support and services, long-term care planning, effective caregiving, communicating needs and wishes at the end of life as well as physical, emotional and mental health and well-being. The series was recorded and remains available on the ElderSource website at MyElderSource.org.



A Candid Workshop Series for LGBTQ Adults

CARING CONNECTIONS

The Caring Connections Telephone Reassurance program continues to be a lifeline for many older adults. Last year more than 60 older adults received friendly phone calls from trained volunteers. Caring Connections is an initiative that provides a friendly phone call from a volunteer to an older adult living alone or with limited access to socialization. The program helps eliminate or reduce some of the concerns facing older adults like isolation, loneliness, depression, anxiety and cognitive decline. The number of volunteers and participants continues to grow.

**In 2022, 54 volunteers
called on 69 seniors
making 3,554 calls.**

ACCREDITED ONCE AGAIN

ElderSource was re-accredited through the Alliance for Information and Referral Services (AIRS) for our Aging and Disability Resource Center. To become accredited the organization goes through a rigorous review of policies and procedures, staff training, resource database review, and more. The process also included interviews and "secret shopper" calls to the Helpline staff. ElderSource is the only Area Agency in the state accredited and it demonstrates our commitment to the highest quality of service to our constituents.



INCLUSIVITY EFFORTS CONTINUE

Diversity, equity and inclusion efforts continue to be a focus at ElderSource. ElderSource introduced the employee-led campaign, called *I Belong*, in 2022. Employees created the campaign designed to create a work environment where employees feel valued, safe, appreciated, and comfortable being themselves; allow for constructive feedback and to be heard; and to intentionally build community within the agency.



INCLUSION STATEMENT

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.



2022 NIGHT WITH THE STARS >>



ElderSource honored outstanding advocates, individuals, and organizations that work with older adults and their caregivers at its annual A Night with the Stars event held Nov. 16 at the Museum of Science & History in Jacksonville.

Humana presented the event, celebrating professionals

who work in jobs that support the caring of seniors. The event's highlight was the presentation of the 2022 Delores Barr Weaver Elder Advocate Award to the Community Foundation's LGBTQ Fund for Northeast Florida for its work supporting seniors and caregivers in the LGBTQ community. The award, now in its 12th year, is named after Northeast Florida philanthropist Delores Barr Weaver who has been a devoted and passionate advocate for older adults.

The ElderSource Veteran-Directed Care Team was honored with the Florida Blue Medicare Senior Veteran Advocate Award. The small but mighty team helps veterans pay for in-home services that allow them to age in place and avoid or delay nursing home placement. The team comprises individuals who travel across Northeast and Central Florida to meet veterans as well as members of the Finance Team who work behind the scenes processing financial paperwork to ensure that the support and care is paid for.

Pictured top to bottom: The ElderSource Veteran-Directed Care Team; Paul Sapia with Humana, Dr. Ashley Jennings with Bethune Cookman and ElderSource CEO Linda Levin; and Glenn Miller with the LGBTQ Fund.



2022 A NIGHT WITH THE STARS HONOREES

★ The Delores Barr Weaver Elder Advocate Award

The LGBTQ Fund at the Community Foundation for Northeast Florida

★ The Florida Blue Medicare Senior Veteran Advocate Award

The ElderSource Veteran-Directed Care Team

★ The Luminaries

John Risler, *Honored for a decade of service with SHINE*

Yvonne King-Boone, *Honored for a decade of service with SHINE*

Vicki Hentschel, *Honored for a decade of service with SHINE*

TCARE, *Leaders in Innovation Award winner*

Ageless Innovation, *Leaders in Innovation Award winner*

iN2L, *Leaders in Innovation Award winner*

Uniper, *Leaders in Innovation Award winner*

UNF Brooks College of Health Center of Aging Research, *Next Generation in Aging Science Award winner*

Bethune-Cookman Department of Aging Studies, *Next Generation in Aging Science Award winner*

The event is supported by the Delores Barr Weaver Forever Event Fund through the Community Foundation of Northeast Florida. Additional sponsors include Florida Blue – Medicare, Sunshine Health, United Healthcare, Florida Power and Light, First Citizens Bank, iVenture, UF Health, Florida Community Care, Gunster Law Group, The Bailey Group, Mutual of America Financial Group, JEA, and Fran Pepis.

FINANCIALS >>

State & Federal Funding	
ADRC	\$359,926.16
Alzheimer's Disease Initiative	\$2,178,790.34
American Rescue Plan	\$971,295.54
Community Care for the Elderly	\$6,481,445.81
Home Care for the Elderly	\$753,853.67
Local Services Program	\$518,821.40
Respite for Elders Living in Everyday Families	\$303,758.14
Older Americans Act	\$8,720,889.58
Serving Health Insurance Needs of Elders	\$182,677.50
Senior Medicare Patrol	\$55,559.64
Elder Abuse Prevention & Awareness	\$21,266.91
Nutrition Services Incentive Program	\$486,322.56
Emergency Home Energy Program	\$321,619.99
Medicare Improvements for Patients & Providers Act	\$348,384.40
Medicaid Waiver Specialists	\$102,828.57
TOTAL	\$21,807,440.21

COVID Pandemic State & Federal Funding	
COVID	\$345,165.56
CV21	\$189,217.06
TOTAL	\$534,382.62

Other Funding	
Crisis Funding	\$350,561.65
United Way	\$116,504.75
Benefits Enrollment Center	\$68,484.58
Florida Blue (TCARE)	\$88,013.87
Humana	\$100,000.00
Community Coalition	\$12,097.77
The Community Foundation	\$10,000.00
LGBTQ Community Fund	\$19,000.00
St. Luke's Community Church	\$5,000.00
University of Florida	\$1,175.00
WellMed	\$44,196.50
Veterans Directed Care	\$3,245,369.90
TOTAL	\$4,060,404.02

Budget Totals	
State and Federal	\$22,341,822.83
Other Funding	\$4,060,404.02
GRAND TOTAL	\$26,402,226.85

Funding Distribution	
Administrative	\$1,338,771.04
Services	\$25,059,318.38
TOTAL	\$26,398,089.42

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