

ElderSource Advisory Council Meeting

10688 Old St. Augustine Rd.

Jacksonville, Florida

Thursday October 19, 2023

12:30 PM

Call-In Number: 1-929 436-2866

Meeting ID #: 824 7967 7574

AGENDA

- | | |
|---|---|
| 1. Call to Order | Cheryl Jefferson, Chair |
| 2. Signatures – In-kind Match & Travel Vouchers | Cheryl Jefferson, Chair |
| 3. Roll Call – Sherry Holmes, Administrative Assistant | Sherry Holmes, Admin. Assistant |
| 4. Approval of Council Minutes (Meeting August 17, 2023) | Cheryl Jefferson, Chair |
| 5. Recruitment for Advisory Council | Tameka G. Holly, COO |
| 6. Outreach Opportunities for Advisory Council | Janet Dickinson, Planner and Andrea Spencer, VP of Communications |
| 7. Client Satisfaction Surveys | Janet Dickinson, Planner |
| 8. Ideas for Next Meeting’s Topic | Janet Dickinson, Planner |
| 9. County Reports | |
| Volusia | |
| St. Johns | |
| Nassau | |
| Flagler | |
| Duval | |
| Clay | |
| Baker | |
| 10. Old Business | |
| 11. New Business | |
| 12. Date of Next Meeting – December 7, 2023 at 12:30 PM | |
| 13. Public Comments | |
| 14. Adjourn | Cheryl Jefferson, Chair |

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.

Mission: To empower individuals to age with independence and dignity by providing leadership, direction, advocacy, and support for a comprehensive coordinated continuum of care.

**Advisory Council Meeting
10688 Old St Augustine Rd
Thursday August 17, 2023
12:30 PM**

Via Zoom

Present

Pamela Sanders – Baker
Christy Fitzgerald – Clay
Diane Eckert – Clay
Stevie Taylor – Clay
Cheryl Jefferson – Duval
Ingrid Montgomery – Duval
Bernie Fitzgerald – Flagler
Joanne Hinkel – Flagler
Chernice Benjamin – Nassau
Christine Hackney – Nassau
Steven Sherman – Nassau
Latonja Best – St. Johns

Staff and Guest

Tameka G. Holly, COO
Fred Richards, Plan/Prgs/Compl/Inclu.
Janet Dickinson, Planner
Sherry Holmes, Administrative Assistant
Luella McQueen, Guest

Absent

Valerie Thomas – Duval
Barbara Solomon – Flagler
Albert Abbatiello – St. Johns
Carol DeMarco – St. Johns
Ashley Jennings – Volusia

Meeting Called To Order

Cheryl Jefferson called the meeting to order at 12:34 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 June 15, 2023, meeting was made by Pamela Sanders and seconded by Bernie Fitzgerald. Motion passed unanimously.

2024-2027 Area Plan

Janet Dickinson, Planner discussed the Area Plan with the group. The new Area Plan begins January 2024 and ends December 2027. The completed Plan will be due to the Department of Elder Affairs (DOEA) on September 15. Janet discussed the following areas:

- Introduction to the Area Plan
- Program and Contract Module Certification
- AAA Board of Directors; Advisory Council
- Funds Administered and Bid Cycles, Resources
- Executive Summary; Mission and Vision Statements
- Profiles
- Strengths, Weaknesses, Opportunities, and Threats (SWOT)
- Performance and Targeted Outreach
- Unmet Service Needs and Opportunities
- Emergency Preparedness
- Strategies part of Goals and Objectives
- Direct Service Waiver Request Forms

Advocacy

- Federal
 - Administration for Community Living is updating the regulations for the Older Americans Act so that the regulations and the act are in alignment. It's been 30 years since they updated the regulations. They have opened it up for comment which we participated in with our national association, USAging. Also, advocating for increased funding in the Older Americans Act.
- State
 - This legislative session was good for older adult programs. The Legislature approved statewide increases for Community Care for the Elderly (\$2,000,000), Alzheimer's Disease Initiative (\$4,000,000) and Home Care for the Elderly (\$3,000,000). The Legislature also approved increased funding for the Aging and Disability Resource Centers to address workload and workforce issues (\$1,214,012). Regarding our local funding request for nutrition services for older adults in Northeast Florida, the Legislature approved \$250,000; half of what we received last year.
- Local
 - Tameka Gaines Holly, ElderSource COO served as the Eldercare Transition Subcommittee Chair for Mayor Deegan's Transition Committee for the City of Jacksonville. Eldercare is a focus for Mayor Deegan and was included in the Final Transition Report. We want to continue to advocate in our other counties to make seniors a priority.

County Reports

Baker

Pamela Sanders

- Pamela is actively seeking a replacement for Baker County representation.

Clay

Christy Fitzgerald

- Christy reported that there is a new Health Council address, there is a health disparity. Walks are held at the park targeting underserve population Green Cove Springs and Penny Farms.
- Reference The Daytona Beach News -Journal

Diane Eckert

- Nothing to report.

Stevie Taylor

- Nothing to report.

Duval

Cheryl Jefferson

- Cheryl reported that Wal-Mart is sponsoring a Care for the Caregiver event, August 19-20.
- Cheryl met with Congressman John Rutherford regarding the relaunching of the Assisting Caregivers Today (ACT). This is a bipartisan caucus consisting of House of Representatives and Senate lawmakers that have relaunched the Assisting Caregivers Today (ACT). ACT raises awareness about the challenges facing family caregivers and advocates for policies that support them. Rutherford informed Cheryl that he was not familiar with ACT, but he would look into it. This caucus will educate others about the challenges family caregivers face and work together to advance policies that support family caregivers across the country.
- Seniors are highly concerned about their issues in trying to contact Social Security. Complaints are they get busy signals, long wait time, or they get disconnected.

Flagler

Bernie Fitzgerald

- Bernie gave a presentation to a group of seniors last Saturday, introducing them to ElderSource. He presented the video on Active Living from our website that had highly informative information for the seniors. The group was not aware of ElderSource. Bernie noted that ElderSource brochures should be in communities. We should get brochures from Andrea and Advisory Council members and spread them about.

Joanne Hinkel

- Joanne noted that Grace Community Food Pantry held a Million Dollar Food-a-Thon aimed to raise \$200,000 to buy one million dollars of food for local families in need. They came close to their goal and raised enough to buy a half million dollars of food.
- Joanne noted that it has been 25 years since evacuation routes were set in the County. The Flagler County Emergency Management Team has updated their Hurricane Evacuation information and we will have new routes.
- A new Cancer Center is coming soon to Flagler County to be completed by 2025.

Nassau

Chernice Benjamin

- Chernice noted that the Nassau County Council on Aging Senior Expo & Health Fair will be held on Friday, September 8 at the Atlantic Recreation Center, 2500 Atlantic Avenue in Fernandina Beach. The hours are 9AM – 1 PM.
- Millennial Physician Group had their ribbon cutting ceremony celebrating their new location and expansion on June 21, at 1132 S. 14th Street in Fernandina Beach. A gala will be held at a later date at the Ritz Carlton.

Christine Hackney

- Christine does volunteer work with Barnabas. They provide help and hope to individuals and families in need throughout Nassau County.
- Christine stated that the COA is highly active in Callahan and Fernandina.

Steven Sherman

- Seniors vs. Crime relocated to the Nassau County Council on Aging's Fernandina Beach Senior Life Center at 1901 Island Walkway as of July 3. They previously distributed ElderSource brochures.

St. Johns

Latonja Best

- Latonja noted that the Council on Aging (COA) of St. Johns County held their 20th annual Island Doctors Champions for Elders Golf Tournament on Monday, August 14 at the Palencia Club in St. Augustine. This was a fundraiser event to help COA serve more seniors and caregivers.

Volusia

Frances Chew

- Council on Aging of Volusia County (COA) opened its brand-new dining site for seniors on July 27 at the Mickel A. Brown, Senior Activity Building.

- First United Methodist Church of Ormond Beach provides respite care to caregivers once a month. Our Lady of Lourdes Catholic Church has a Caregiver Support Group that meets the first Saturday of the month at 11:00 AM.
- NE Florida AHEC is offering free telephone reassurance to the community.
- The Mental Health Association of Volusia and Flagler County is a nonprofit organization that addresses all aspects of mental health and mental illness. Servicing three centers in South Daytona, Deland, and Flagler.

Old Business

None

New Business

None

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

Meeting Adjourned at 1:47 PM

Minutes prepared by Sherry Holmes, Administrative Assistant

These minutes were adopted by vote of this Advisory Council on _____.

(Date)

Secretary: _____ Stevie Taylor

Libraries

Duval County Libraries (904-255-BOOK)

Main Library

303 N. Laura St.
Jacksonville, FL 32202

Hours:

- Monday thru Saturday: 9 a.m. - 6 p.m.

Argyle Branch

7973 Old Middleburg Road S
Jacksonville, FL 32222

Hours:

- Mon and Tues: 12 p.m. - 8 p.m.
- Wednesday: 10 a.m. - 6 p.m.
- Thurs thru Sat: 10 a.m. - 6 p.m.

Beaches Branch

600 3rd Street
Neptune Beach, FL 32266

Hours:

- Mon and Tues: 12 p.m. - 8 p.m.
- Wednesday: 10 a.m. - 6 p.m.
- Thurs thru Sat: 10 a.m. - 6 p.m.

Brentwood Branch

3725 Pearl Street
Jacksonville, FL 32206

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wednesday thru Sat: 10 a.m. - 6 p.m.

Bradham and Brooks Branch

1755 Edgewood Avenue W
Jacksonville, FL 32208

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. - 6 p.m.

Bill Brinton Murray Hill Branch

918 Edgewood Avenue South
Jacksonville, FL 32205

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. - 6 p.m.

Brown Eastside Branch

1390 Harrison Street
Jacksonville, FL 32206

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. - 6 p.m.

Dallas Graham Branch

2304 Myrtle Avenue N
Jacksonville, FL 32209

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. - 6 p.m.

Charles Webb Wesconnett Regional

6887 103rd Street
Jacksonville, FL 32210

Hours:

- Monday thru Thurs: 10 a.m. - 9 p.m.
- Friday and Sat: 10 a.m. - 6 p.m.

Mandarin Branch

3330 Kori Road
Jacksonville, FL 32257

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. - 6 p.m.

Highlands Regional

1826 Dunn Avenue
Jacksonville, FL 32218

Hours:

- Monday thru Thurs: 10 a.m. - 9 p.m.
- Friday and Sat: 10 a.m. - 6 p.m.

Maxville Branch

8375 Maxville Blvd
Jacksonville, FL 32234

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. - 6 p.m.

Regency Square Branch

9900 Regency Square Blvd
Jacksonville, FL 32225

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. – 6 p.m.

Pablo Creek Regional

13295 Beach Blvd
Jacksonville, FL 32246

Hours:

- Monday thru Thurs: 10 a.m. - 9 p.m.
- Friday: 10 a.m. - 6 p.m.

San Marco Branch

1513 LaSalle Street
Jacksonville, FL 32207

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. – 6 p.m.

South Mandarin Branch

12125 San Jose Blvd
Jacksonville, FL 32223

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. – 6 p.m.

Willow Branch

2875 Park Street
Jacksonville, FL 32205

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. – 6 p.m.

West Branch

1425 Chaffee Road S
Jacksonville, FL 32221

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. – 6 p.m.

Westbrook Branch

2809 Commonwealth Avenue
Jacksonville, FL 32254

Hours:

- Monday and Tues: 12 p.m. - 8 p.m.
- Wed thru Sat: 10 a.m. – 6 p.m.

Baker County Library**Emily Taber Public Library**

located in the Peg McCollum Building
14 McIver Ave. West
Macclenny, FL 32063
904-259-6464

Hours:

- Monday: 12:00 pm - 5:00 pm
 - Tuesday: 10:30 am - 7:00 pm
 - Wednesday: 12:00 pm - 5:00 pm
 - Thursday: 10:30 am - 7:00 pm
 - Friday: 12:00 pm - 5:00 pm
 - Saturday: 9:00 am - 1:00 pm
-

Clay County Libraries

Hours all Clay libraries:

- Monday - Thursday: 10:00 a.m. - 8:00 p.m.
- Friday - Saturday: 9:00 a.m. - 5:00 p.m.
- Sunday: Closed

Fleming Island Library:

1895 Town Center Blvd
Fleming Island, FL 32003
(904) 278-3720

Keystone Heights Library

175 Oriole St.
Keystone Heights, FL 32656
(352) 473-4286

Green Cove Springs Library

will be closed starting 8/21/23 thru 11/1/2023
for a construction project in the building
403 Ferris St., Green Cove Springs, FL 32043
(904) 284-6315

Middleburg-Clay Hill Library

2245 Aster Ave.
Middleburg, FL 32068
(904) 541-5855

Orange Park Library

2054 Plainfield Ave.
Orange Park, FL 32073
(904) 278-4750

Flagler County Libraries

Main Palm Coast Branch

2500 Palm Coast Pkwy. N.W.
Palm Coast, FL 32137
386-446-6763

Hours:

- Monday through Thursday: 10 a.m. to 7 p.m.
- Friday and Saturday: 9 a.m. to 5 p.m.
- Sunday: Closed

Bunnell Branch

4601 E. Moody Blvd. Suite F1
Bunnell, FL 32110
386-437-7390

Hours:

- Monday through Thursday: 9 a.m. to 7 p.m.
- Friday, Saturday, Sunday: Closed

Nassau County Libraries

Bryceville Branch

7280 Motes Road
Bryceville, FL 32009
904-530-6500, Opt. 5

Hours:

- Tues, Wed, Sat: 10:00 am- 6:00 pm
- Thurs: 12:00 pm to 8:00 pm
- Closed daily from 12:30-1:00 pm

Callahan Branch

450077 State Rd. 200
Suite 15
Callahan, FL 32011
904-530-6500, Opt. 3

Hours:

Library Visits:

- Mon, Wed, Thurs, & Fri 10:00 am to 6:00 pm
- Tuesday 12:00 pm to 8:00 pm

Hillard Branch Library

15821 County Rd. 108
 Hilliard, FL 32046
 Phone: 904-530-6500, Opt. 4
 Hours:

- Mon, Tues, Wed, Fri 10:00 am to 6:00 pm
- Thursday 12:00 pm to 8:00 pm

Yulee Branch Library

76346 William Burgess Blvd.
 Yulee, FL 32097
 Phone: (904) 530-6500, Opt. 6
 Hours:

- Mon, Wed, Fri: 10 am – 6 pm
- Tues, Thurs: 12 pm to 8 pm
- Closed Mon, Wed, Fri 12:30 pm – 1:30 pm
- Closed Tues, Thurs: 4 pm – 5 pm

St. Johns County Libraries**Anastasia Island Branch**

124 Sea Grove Main St.
 St. Augustine Beach, FL 32080
 Phone: (904) 209-3730

Bartram Trail Branch

60 Davis Pond Blvd.
 Fruit Cove, FL 32259
 Phone: (904) 827-6960

Hastings Branch

6195 S. Main St.
 Hastings, FL 32145
 Phone: (904) 827-6970

Main Branch

1960 N. Ponce De Leon Blvd.
 St. Augustine, FL 32084
 Phone: (904) 827-6940

Ponte Vedra Beach Branch

101 Library Blvd.
 Ponte Vedra Beach, FL 32082
 Phone: (904) 827-6950

Southeast Branch

6670 US 1 South
 St. Augustine, FL 32086
 Phone: (904) 827-6900

	MON	TUE	WED	THU	FRI	SAT	SUN
Anastasia Island	X	10-8	10-6	10-8	10-6	10-5	X
Bartram Trail	10-6	10-7	10-6	10-7	10-6	10-5	X
Hastings	X	10-7	10-6	10-7	10-6	10-3	X
Main	10-6	10-7	10-6	10-7	10-6	10-5	X
Ponte Vedra Beach	10-8	10-8	10-8	10-6	10-6	10-5	X
Southeast	10-8	10-8	10-6	10-8	10-6	10-5	X

Volusia County Libraries**Daytona Beach Regional Library**

105 Jackie Robinson Parkway
 Daytona Beach FL 32114
 (386) 257-6036

- Mon - Thu: 9 am - 7 pm
- Fri - Sat: 9 am - 5 pm
- Sun: 12-5

Ormond Beach Regional Library

30 S Beach St
 Ormond Beach, FL 32174
 (386) 676-4191

- Mon - Thu: 9 am - 7 pm
- Fri - Sat: 9 am - 5 pm
- Sun: 12-5

Hope Place Public Library

1310 Wright St
Daytona Beach, FL 32117
(386) 258-4027

- Mon - Thur: 10 am - 6 pm
- Fri - Sat: 10 am - 5 pm

John H Dickerson Heritage Library

411 S Keech St
Daytona Beach, FL 32114
(386) 239-6478

- Mon - Thur: 10 am - 6 pm
- Fri: 10 am - 5 pm

DeLand Regional Library

130 E Howry Ave, DeLand FL 32724
(386) 822-6430

- Mon - Thu: 9 am - 7 pm
- Fri - Sat: 9 am - 5 pm
- Sun: 12-5

Deltona Regional Library

2150 Eustace Ave
Deltona FL 32725
(386) 789-7207

Osteen (407) 328- 4912

- Mon - Thu: 9 am - 7 pm
- Fri - Sat: 9 am - 5 pm
- Sun: 12-5

DeBary Public Library

200 N Charles R Beall Blvd
DeBary, FL 32713
(386) 668-3835

- Mon & Wed: 9 am - 6 pm
- Tue & Thu: 9 am - 7 pm
- Fri & Sat: 9 am - 5 pm

Lake Helen Public Library

221 N Euclid Ave
Lake Helen FL 32744
(386) 228-1152

- Mon, Wed, Thu, Fri: 9 am - 1 pm, 2 pm - 5 pm
- Tue: 11 am - 1 pm, 2 pm - 7 pm

Orange City Public Library

148 Albertus Way
Orange City FL 32763
(386) 775-5270

- Mon, Wed, Thu, Fri: 9 am - 1 pm, 2 pm - 5 pm
- Tue: 11 am - 1 pm, 2 pm - 7 pm

Pierson Public Library

115 N Volusia Ave,
Pierson, FL 32180
(386) 749-6930

- Mon - Fri: 9 am - 1 pm, 2 pm - 5 pm

Port Orange Regional Library

1005 City Center Circle
Port Orange FL 32129
(386) 322-5152

- Mon - Thu: 9 am - 7 pm
- Fri - Sat: 9 am - 5 pm
- Sun: 12-5 pm

New Smyrna Beach Regional Library

1001 S Dixie Freeway
New Smyrna Beach, FL 32168
(386) 424-2910

- Mon - Thu: 9 am - 7 pm
- Fri - Sat: 9 am - 5 pm
- Sun: 12-5

Edgewater Public Library

103 W Indian River Blvd
Edgewater, FL 32132
(386) 424-2916

- Mon & Wed: 9 am - 6 pm
- Tue & Thu: 9 am - 7 pm
- Fri & Sat: 9 am - 5 pm

Oak Hill Public Library

125 E Halifax Ave
Oak Hill, FL 32759
(386) 345-5510

- Mon - Fri: 9 am - 1 pm, 2 pm - 5 pm

Providers Name	Name	Address
Baker County COA	Baker County Friendship Center	101 East Macclenny Ave., Macclenny, FL 32063
Clay Senior Services of Aging True	Green Cove Springs Senior Center	604 Walnut Street Green Cove Springs, FL 32034
	Weigler Senior Center	3916 Section Street Middleburg, FL 32068
	Orange Park Senior center	414 Stowe Avenue Orange Park, FL 32073
	William Beam Senior Center	125 Commercial Circle Keystone Heights, FL 32656
City of Jacksonville - Senior Services	Frances Padgett Senior Center (Arlington)	1078 Rogero Road Jacksonville, FL 32211
	Bennie Furlong Senior Center	281 19th Avenue South Jacksonville, FL 32250
	Leroy Clemons Senior Center	55 Jackson Avenue Jacksonville, FL 32220
	J. S. Johnson Senior Center	1112 Jackson Street Jacksonville, FL 32204
	Charlie Joseph Senior Center	6943 Buffalo Avenue Jacksonville, FL 32208
	Lane Wiley Senior Center	6710 Wiley Road Jacksonville, FL 32210
	Lincoln Villa Senior Center	7866 New Kings Road Jacksonville, FL 32219
	Mandarin Senior Center	3848 Hartley Road Jacksonville, FL 32257
	Maxville Senior Center	10865 Penn Avenue Jacksonville, FL 32234
	Carvill Park Senior Center	1320 Carvill Avenue Jacksonville, FI 32208
	Oceanway Senior Center	12215 W Sago Avenue Jacksonville, FL 32218
Mary L. Singleton Senior Center	150 East First Street Jacksonville, Florida 32206	
Flagler Senior Services	Senior Center- Church on the Rock	2200 N. State Street, Bunnell, FL 32110
Nassau County COA	Janice Ancrum Senior Life Center, Fernandina	1901 Island Walk Way, Fernandina Beach, Florida 32034
	Hilliard Life Center	37002 Ingham Road, Hilliard, FL 32046-7708
St. Johns County COA	Coastal Community Center	180 Marine Street St. Augustine, Florida 32084
	Hastings Senior Center	140 Gilmore Street, Hastings, Fl. 32145
	Trout Creek Senior Center	6795 Collier Road, Orangedale, FL 32092
COA of Volusia	Holly Hill - Sica Hall Community Center	1065 Daytona Ave., Holly Hill, FL 32117
	Ormond Dining Site	351 Andrews Street, Ormond Beach, Florida 32174
	Port Orange Activity Center	4790 S. Ridgewood Avenue, Port Orange, FL 32127
	New Smyrna Beach Dining Site	2650 N. Dixie Freeway, New Smyrna Beach, FL 32168
	Deltona Dining Site	1640 MLK Blvd., Deltona, FL 32725
	Orange City Dining Site	259 West University Ave., Orange City, Fl. 32763
	Deland Dining Site	1101 Plymouth Avenue, Deland, Fl. 32724

Providers Name	Name	Address
Provider	Websites for Senior Center Information	
Baker County COA	www.bakercoa.org/activities/	
Clay Senior Services of Aging True	https://agingtrue.org/senior-centers/	
City of Jacksonville - Senior Services	www.coj.net/departments/parks-and-recreation/senior-services/community-and-senior-centers.aspx	
Flagler Senior Services	www.flaglercounty.gov/departments/social-services/senior-services	
Nassau County COA	www.nassaucountycouncilonaging.org	
St. Johns County COA	https://www.coasjc.org/centers/	
COA of Volusia	www.coavolusia.org/senior-centers-and-dining-sites/index	

<https://jaxpubliclibrary.org/locations>

(904) 255-BOOK (2665)
303 N. Laura St.
Jacksonville, FL 32202

Main Library



Advisory Council Meeting October 2023



Outreach Opportunities
For Advisory Council

Client Satisfaction
Surveys

Outreaching to Those in Greatest Social & Economic Need

As part of receiving Older Americans Act funding, ElderSource is responsible for ensuring that older adults in our communities are equitably served.

Priority Populations (established by the DOEA):

- Below Poverty Level
- **Minority***
- Low Income Minority
- **Living Alone***
- Probably Alzheimer's Disease
- Limited English Proficiency
- **Living in Rural areas***

** Areas needing improvement in
towards meeting our PSA 4 goals
per DOEA*

Other focus populations:

- Caregivers
- At Risk of Institutional Placement

How Can Advisory Council Members Get Involved?

Communications Department - Presentation:

- Tips for Doing Outreach Contacts – What to Say
- Information to Share – Getting Brochures out

Discussion:

- Planning
- Goal Setting
- Tracking Outreach Contacts

Client Satisfaction Surveys

Provides a unique opportunity to speak directly to those who are in need, finding out how they feel about the quantity and quality of services received, and how services impact their lives.

<i>Client First Name</i> _____ <i>Survey ID#</i> _____ <i>Survey done by</i> _____						
Questions	Always	Usually	Sometimes	Rarely/ Never	Doesn't apply or did not answer	
Are you satisfied with the quality of services you are receiving?						
Are you satisfied with the amount of services you are receiving?						
Do the staff providing the services listen to your needs, are polite and treat you with respect?						
Do you know how to contact the agency that provides the services if you have any questions or concerns?						
Does the assistance you receive help you to maintain or improve your quality of life?						
Is there anything else that you would like to say about the assistance you receive? -----						
<i>If issue or concern:</i> May we share your name and a way to contact you?						

Client Satisfaction Surveys

What you get if you would like to participate:

- ✓ Instructions and sample scripts
- ✓ Survey Forms
- ✓ List of clients receiving services from our providers (sent via encrypted email in order to be HIPAA compliant)

- If there is a complaint that you feel needs to be dealt with right away notify Janet
- Make the calls before the end of December
- Get forms back to Janet via mail or at Advisory Council Meeting in December
 - Can email completed forms, but be sure to not use last names on forms, and do not send client list back

We are here for you!



Our Helpline is
available.

1-888-242-4464

Next topic ideas?

Janet Dickinson, Planner

janet.dickinson@myeldersource.org

Phone: 904-391-6651