ELDERSOURCE BOARD OF DIRECTORS MEETING Wednesday, September 20, 2023 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 (July 19, 2023 Meeting)		
4. Mission Moments	Abigail Costley, Direct Programs Manager	
5. 2024-2027 Area Plan Update	Janet Dickinson, Planner	
6. President's Report	Dr. Sandy Robinson, President	
7. Chief Executive Officer's Report	Linda Levin, Chief Executive Officer	
 8. Committee Reports/Motions Budget/Finance Committee Programs and Planning Committee Governance, Personnel, Bylaw Committee Executive Committee 	Ed Salek, Treasurer Walette Stanford, Vice President Amanda Smith, Committee Chair Dr. Sandy Robinson, President	
9. Advisory Council Report	Cheryl Jefferson, Advisory Council	
10. Old Business		
11. New Business		
11. Other Business/Comments from Members and/or Vi	sitors	

November 15, 2023 AAA Board Meeting

Jacksonville, FL 32257

Location: 10688 Old st Augustine Rd

13. Adjourn

12. Next Meeting



Inclusion Statement: ElderSource values all people – including but not limited to all nationalities, socio-economic backgrounds, abilities, races, genders, religious perspectives, sexual orientations and gender identities – in everything we do. We welcome the unique insights and perspectives of all persons in our quest to fulfill our mission.

MINUTES

ElderSource
Board of Directors Meeting
10688 Old St Augustine Rd
Jacksonville, FL 32257
July 19, 2023
12:00 PM
Via Zoom

PRESENT:

Dr. Sandy Robinson, President Brenda Ezell Dr. Cynthia Griffin Ed Salek, Treasurer Melissa Gilreath, Secretary Juliet Williams Amanda Smith Grady Williams, At Large Shelley Hirsch Vivile Dietrich Barbara Ann Greene

ABSENT:

Catherine Whitworth, At Large-Exc Pamela Sanders-Exc Cheryl Jefferson, Advisory Council-Exc Walette Stanford, Vice President-Exc

STAFF PRESENT:

Tameka G. Holly, Chief Operating Officer
Trina Nullet, Chief Financial Officer
Fred Richards, VP of Planning, Programs, Compliance, & Inclusion
Renee Knight, VP of Community Services
Andrea Spencer VP of Communications
Jessica Del Rio, Executive Expediter
Anita Thaxton, Care Coordinator

CALL TO ORDER:

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

ROLL CALL:

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

APPROVAL OF MINUTES:

Dr. Cynthia Griffin moved to approve the minutes of the May 19, 2023, meeting with the ElderSource Board of Directors. Barbara Green seconded the motion. The motion was carried without opposition, and the minutes were approved as submitted.

MISSION MOMENTS:

Anita Thaxton, Care Coordinator talked about the Telephone reassurance program with 55 participants and 50 Volunteers. Our program gives a friendly phone call a minimum of once a week to our participants. Our oldest volunteer is 90 years old and has been a volunteer with us for two years. Our youngest volunteer is 18 years old.

She spoke of a gentleman who recently passed away and who had no family left. Through the program the Volunteer was able to talk to this person weekly and get him connected and improved his mood and feel loved through his end of life.

Through the program we also have had to make Adult Protective Services reports. One case had an issue with her daughter-in-law who hit her. Since the report the participant has stated that the daughter-in-law relationship has changed and gotten better.

Anita noted that through the program we were able to gather up 70 inspirational cards from the volunteers to add to the disaster preparedness buckets that staff delivered to clients.

PRESIDENT'S REPORT:

Dr. Sandy Robinson presented the President's report. We are getting towards the end of our IG audit. We have provided everything they have requested.

We have not received our report back from the DOEA monitoring.

CHIEF EXECUTIVE OFFICER'S REPORT:

The written *Chief Executive Officer's Report* for July 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.

BUDGET/FINANCE COMMITTEE:

Ed Salek presented the Budget/Finance Committee report. Ed highlighted the financials for the month ending April 30, 2023.

Trina Nullet noted that the April financials are 1/12 of the budget. We are in the beginning of the OAA contract season and there is fluctuation in the revenues. Expenses are below budget due to vacant positions.

After reviewing financials, Ed stated that there are no areas of concern regarding the financials for April 2023

Ed noted that the financial audit is close to being underway. Once we have more details, we will update the Board.

Ed stated at the last meeting we reviewed the budget impact of the proposed new salary study. The study brought everyone above the minimum on the scale. The total net impact is \$76,041.50.

Trina noted that the net total can be absorbed without any financial strain.

Motion:

The Finance Committee recommends the approval of the financial reports for dates ending April 30, 2023. The motion passed by acclamation.

The Finance Committee recommends the approval of the budget impact of the proposed new salary structure effective July 17, 2023. The motion passed by acclamation.

PROGRAM AND PLANNING COMMITTEE:

Fred Richards presented the Programs and Planning Committee report. Fred highlighted the general programs report. He highlighted direct services programs like the Telephone Reassurance program.

He stated that at the last meeting they reviewed the surplus deficit report and received an area plan update from staff.

GOVERNANCE, PERSONNEL, & BYLAWS COMMITTEE:

Amanda Smith presented the Governance, Personnel, & Bylaws Committee report. She presented the staff salary scale. The scale brought staff up to the new minimum depending on the position. The changes were to make us more competitive, helping to both retain existing staff and attract new applicants..

The Committee will review recruitment and hiring data at the next meeting.

Amanda stated that at the last meeting we reviewed the bids for the Organizational Development Consultant. DCSI came in more competitive. We have worked with DCSI and we feel confident in their ability. Amanda noted that if we do less mapping, the price will be adjusted. The max we will pay is \$18,270 and the minimum we will pay is around \$15,000.

Motion:

The Governance, Personnel, & Bylaws Committee recommends approval of the salary scale as presented. The motion passed by acclamation.

The Governance, Personnel, & Bylaws Committee recommends the approval of using DCSI as our Organization Development Consultant for \$18,270. The motion passed by acclamation.

ADVISORY COUNCIL REPORT:

The Advisory Council report has been differed until the next meeting.

NEW BUSINESS:

Tameka G. Holly stated that Linda Levin recently sent out a new DOEA contract on Board Governance. We wanted to make sure the Board was aware of this. Linda is working with her colleagues and the Secretary. This will be further reviewed by the Governance Committee.

Tamke noted that she has been appointed as the chair of the Eldercare Transition subcommittee for Mayor Deggan. We have the chance to address the needs and challenges with senior services we will help to serve those needs.

Andrea Spencer noted that A Night with the Stars is coming up and once the website is done and we will send out a save the date. The tickets will be \$25. Nominations are open and coming in. All nominations are due by September 10. Sponsorship level pricing are still in process.

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 September 20, 2023, at 12:00 PM in person.

Ms. Jessica Del Rio, Executive Expediter, prepared the minutes.

Approved by:		
,	Melissa Gilreath, Secretary	_
Data		
Date:		-



CEO's Report September 2023

"If everyone is moving forward together, then success takes care of itself." -Henry Ford

OPERATIONAL PRIORITIES

IG Review

We received the draft report to which we responded and accepted their recommendations. In a meeting with Secretary Branham, we agreed to work collaboratively, opening up communications with the other Area Agency on Aging Directors and engage them in the work of the Community Care Hub and the Community Integrated Health Network being led by MMS. Secretary Branham is working with her staff to host a series of workshops and suggested that one of them be related to this work. We are both looking forward to the opportunity to work together, moving forward to help our colleagues and ultimately the older adults of Florida.

Organizational Design Consultant

We have started our work with the Organizational Design Consultant, DCCI to help us determine if we have the right structure for our operations. Interviews with leadership team members have started. The process should take approximately six months resulting in recommendations that will improve efficiency and effectiveness as well as create growth opportunities for staff.

Staffing

Staffing has improved with most areas fully staffed now. We are still working to fill fiscal. We also hired Your Part-Time Controller (YPTC) to help in finance while we work to fill those positions. We are also working to fill contract management positions.

Client Assessments

In January, we started the year with 3,412 overdue assessments for clients on the long term care waiting list. As of this month, we are down to 106. At the beginning of the year, we were scheduling appointments 2 months out for assessments. As of this month, we are scheduling appoints 2 weeks out, in compliance with the DOEA standard. We received an increase in funding for the ADRC (Aging and Disability Resource Center) that will allow us to hire two additional staff to continue to address client assessments as well as assist clients with the eligibility process.

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, socioeconomic 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.



GRANTS

We recently received a grant from USAging for \$258,000 to conduct vaccine outreach and education and to provide vaccines for COVID, flu, pneumonia and shingles. We are partnering with Flagler Health, City of Jacksonville and AHEC.

We are applying for a grant renewal with the National Council on Aging to continue our Benefits Enrollment Center services which helps older adults apply for a variety of benefits with the intent of increase discretionary income for the individuals served. The grant request will be for\$250,000 for 18 months and is due October 5.

Sunshine Health Plan is funding us and PSA 3 as part of a pilot project to provide caregiver support services. Our hope is this will prove concept and lead to expansion with area agencies on aging in other parts of the state.

OTHER ANNOUNCEMENTS

In recent Agency Highlights, DOEA highlighted the work of our SHINE Manager, Carrie Gonzalez, and one of our volunteers where they were able to help a client who had been attending their Medicare 101 classes. Carrie was able to connect the woman to a volunteer who provided one on one counseling and was able to find a plan that would accept an out of state facility that the woman was trying to receive services through.

Sherrie Bryant was recently identified as a finalist for the JEA Light it Forward award for her work in Senior to Senior. We are waiting to hear if she won the award, but in our eyes she's already a winner.

We were thankfully avoided by Hurricane Idalia. Unfortunately, our PSA neighbors were not. With the help of Aging True, we were able to help provide approximately 500 shelf Helped with shelf stable meals to impacted older adults.

We received increase in general revenue funding for services for the new state fiscal year:

Program	Original	New	Increase	
Alzheimer's Disease	\$3,715,406	\$4,105,601	\$390,195	
Initiative				
Community Care for	\$7,382,857	\$7,635,873	\$253,016	
the Elderly				
Home Care for the	\$718,452	\$938,895	\$220,443	
Elderly				
Medicaid Admin	\$415,189	\$460,860	\$45,671	
Claiming*				
Medicaid Waiver*	\$141,079	\$156,597	\$15,518	
Note: *funding the additional positions mentioned earlier.				

"Unity is strength when there is teamwork and collaboration, wonderful things can be achieved." – Mattie Stepanek

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



ElderSource Board of Directors Budget Finance Committee Meeting via Zoom

https://us02web.zoom.us/j/83627584805

Friday, August 25, 2023 1:00 PM

Present

Ed Salek, Chair Melissa Gilreath Juliet Williams

Staff

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

Meeting Called to Order

The meeting was called to order at 4:00 PM, and a quorum was present.

Review of the Minutes

Melissa Gilreath moved to approve the minutes from July 23, 2023, & July 5, 2023, as presented. Ed Salek seconded the motion. The motion was approved without opposition.

CFO Financial report

Trina presented the financials ending June 30, 2023. Trina stated that the annual budget is currently split into 1/12 for the monthly budgets. We are looking to improve our budgets to accurately reflect expense and revenue flows for each month.

Trina stated that the Veteran's program revenue and expenses have only been recorded through April. We expect another \$200k in Net revenue for May and June.

To address the Committees question on the Miscellaneous funds, Trina will reclassify that line item.

Motion:

Melissa Gilreath moved to approve the financials ending June 30, 2023, contingent on reclassifying the Miscellaneous line item. Ed Salek seconded the motion. The motion passed without opposition.

Open Discussion

Trina stated that the audit is going well, we have filed for an extension to help us submit the last few reports. All other necessary documents were submitted, and we are waiting to hear back from the auditors.

Due to demand and short staffing, we were looking into a company called YPTC (Your Part-Time Controller). Which is a consulting firm that offers a person assigned to work a couple hours a week to develop robust operating procedures, grants, budgets, and other financials. Trina encouraged the Committee to visit the website at YPTC - We Build Stronger Non-Profits.

Trina noted that the Area Plan control modules will be due October 3rd. We will need to have another Finance Committee to review and approve.

Meeting adjourned at 1:28 PM

Minutes prepared by Jessica Del Rio, Executive Expeditor.

							Year to Date	
_	June Actual	June Budget 1	June Variance	Year to Date Actual	Year to Date Budget	_	Variance	Annual Budget
Revenue								
DOEA Contracts	119,575.00	251,045.17	(131,470.17)	1 206 221 00	1,506,271.00	2	(300,050.00)	3,012,542.00
Program Revenue	225.00	19,014.17	(18,789.17)	1,206,221.00 46,173.00	114,085.00		(67,912.00)	228,170.00
Admin Revenue	545,737.00	141,454.00	404,283.00	519,747.00	848,724.00		(328,977.00)	1,697,448.00
Provider Requests	0.00	1,644,798.92	(1,644,798.92)	8,669,538.00	9,868,793.50		(1,199,255.50)	19,737,587.00
Veteran's Billing	6,427.00	64,310.00	(57,883.00)	145,074.00	385,860.00	3	(240,786.00)	771,720.00
Veteran's Admin	0.00	31,250.00	(31,250.00)	209,970.00	187,500.00		22,470.00	375,000.00
Total Revenue	671,964.00	2,151,872.26	(1,479,908.26)	10,796,723.00	12,911,233.50		(2,114,510.50)	25,822,467.00
Oth or Treeme								
Other Income Interest Income	0.00	0.00	0.00	13.00	0.00		13.00	0.00
Miscellaneous Income	0.00	0.00	0.00	0.00	0.00		0.00	0.00
Total Other Income	0.00	0.00	0.00	13.00	0.00		13.00	0.00
-	0.00	0.00	0.00	15.00	0.00		15.00	
Direct Program Expenses								
Program Expenses	(40,242.00)	0.00	(40,242.00)	(152,022.00)	0.00		(152,022.00)	0.00
Provider Payments	(484,838.00)	(1,644,798.92)	1,159,960.92	(8,601,509.00)	(9,868,793.50)	2	1,267,284.50	(19,737,587.00)
Veterans Payroll Processing Fees	0.00	0.00	0.00	(16,407.00)	0.00		(16,407.00)	0.00
Total Direct Program Expenses	(525,080.00)	(1,644,798.92)	1,119,718.92	(8,769,938.00)	(9,868,793.50)		1,098,855.50	(19,737,587.00)
Operating Total Revenue	146,884.00	507,073.34	(360,189.34)	2,026,798.00	0.00 3,042,440.00		(1,015,642.00)	6,084,880.00
_	.,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	(***, *** /	,, ,, ,, ,, ,,	.,.,		(/ / /	.,,
Operating Expenditures								
Salaries	229,217.00	281,998.83	52,781.83	1,324,817.00	1,691,993.00		367,176.00	3,383,986.00
Bonuses	0.00	3,208.33	3,208.33	0.00	19,250.00		19,250.00	38,500.00
Retirement	23,695.00	20,886.17	(2,808.83)	91,389.00	125,317.00		33,928.00	250,634.00
Payroll Taxes	17,052.00	20,855.33	3,803.33	102,730.00	125,132.00		22,402.00	250,264.00
Workman's Comp	640.00	674.75	34.75	3,712.00	4,048.50		336.50	8,097.00
Health Insurance	26,921.00	25,611.00	(1,310.00)	154,426.00	153,666.00		(760.00)	307,332.00
Dental Insurance	1,414.00	1,113.58	(300.42)	8,930.00	6,681.50		(2,248.50)	13,363.00
Life Insurance	649.00	573.83	(75.17)	4,051.00	3,443.00		(608.00)	6,886.00
Payroll Processing	2,103.00	1,442.83	(660.17)	11,792.00	8,657.00		(3,135.00)	17,314.00
Employee Screenings	0.00	785.50	785.50	335.00	4,713.00		4,378.00	9,426.00
Travel & Conferences	424.00	4,231.08	3,807.08	12,271.00	25,386.50		13,115.50	50,773.00
Supplies Talanhana & Internat	892.00	2,620.00	1,728.00	16,232.00	15,720.00		(512.00)	31,440.00
Telephone & Internet	880.00	3,781.67	2,901.67	11,729.00	22,690.00		10,961.00	45,380.00
Postage & Shipping	2,027.00	2,391.08	364.08	7,131.00	14,346.50		7,215.50	28,693.00
Occupancy Maintenance & Repairs	11,250.00 690.00	11,250.00 83.33	0.00 (606.67)	34,661.00 1,813.00	67,500.00 500.00		32,839.00 (1,313.00)	135,000.00 1,000.00
Office Equipment & Software	3,673.00	8,300.08	4,627.08	31,616.00	49,800.50		18,184.50	99,601.00
Outreach & Advertising	249.00	6,123.92	5,874.92	42,523.00	36,743.50		(5,779.50)	73,487.00
Printing & Publications	779.00	3,765.25	2,986.25	22,965.00	22,591.50		(373.50)	45,183.00
Other Operating	0.00	193.17	193.17	0.00	1,159.00		1,159.00	2,318.00
Dues	0.00	1,707.33	1,707.33	9,309.00	10,244.00		935.00	20,488.00
Subscriptions	5,444.00	2,936.42	(2,507.58)	29,453.00	17,618.50		(11,834.50)	35,237.00
Professional Fees	8,899.00	29,451.75	20,552.75	171,097.00	176,710.50		5,613.50	353,421.00
Audit Fees	0.00	3,259.75	3,259.75	7,000.00	19,558.50		12,558.50	39,117.00
Legal Fees	0.00	125.00	125.00	0.00	750.00		750.00	1,500.00
Staff Training	0.00	2,800.00	2,800.00	4,178.00	16,800.00		12,622.00	33,600.00
Tuition Reimbursement	0.00	500.00	500.00	0.00	3,000.00		3,000.00	6,000.00
Taxes & Licenses	0.00	41.67	41.67	37.00	250.00		213.00	500.00
Volunteer Expenses	157.00	4,313.83	4,156.83	8,563.00	25,883.00		17,320.00	51,766.00
Uniforms	0.00	29.17	29.17	1,863.00	175.00		(1,688.00)	350.00
Property &Liability Insurance	0.00	1,595.67	1,595.67	3,779.00	9,574.00		5,795.00	19,148.00
Miscellaneous	5,204.00	705.83	(4,498.17)	30,317.00	4,235.00		(26,082.00)	8,470.00
Depreciation	0.00	0.00	0.00	338.00	0.00		(338.00)	0.00
Total Operating Expenditures	342,259.00	447,356.15	105,097.15	2,149,057.00	2,684,137.00		535,080.00	5,368,274.00
Non DOEA Funer	2.22	250.00	(250.00)	0.00	4 500 60		1 500 00	2 000 00
Non DOEA Expenses	0.00	250.00	(250.00)	0.00	1,500.00		1,500.00	3,000.00
Board Expenses	0.00	250.00	0.00	0.00	1,500.00		1,500.00	3,000.00
CEO Discretionary Total Non DOEA Expenses	0.00	416.67 916.67	(416.67) (666.67)	417.00 417.00	2,500.00 5,500.00		2,083.00 5,083.00	5,000.00 11,000.00
. J.J. Hori Dob Chperioco	0.00	310.07	(000.07)	117.50	5,500.00		3,303.00	11,000.00
Net Revenue Over Expenditures	(195,375.00)	58,800.52	(464,619.82)	(122,676.00)	352,803.00		(475,479.00)	705,606.00
Net Total =	(195,375.00)	58,800.52	(464,619.82)	(122,676.00)	352,803.00		(475,479.00)	705,606.00

¹ The annual budget is split 1/12 for the monthly budget. For 2024 we hope to more accurately reflect expense and revenue flows in the proper months

² DOEA billings and disbursements to partners have been slower than anticipated due to program start ups. We expect to ramp up and approximate budget by year end.

³ Veteran's revenue and expense have only been recorded through April. We expect another \$200k net revenue for May and June.

Programs Committee Minutes 10688 Old St Augustine Rd Thursday August 17, 2023 11:00 AM Via Zoom

<u>Present</u> <u>Staff</u>

Barbara Greene Linda Levin, CEO
Cynthia Griffin Tameka G. Holly, COO
Grady Williams Trina Nullet, CFO
Walette Stanford, Chair Fred Richards, VP of Pla

Fred Richards, VP of Planning & Program

Janet Dickinson, Planner

Sherry Holmes, Administrative Assistant

Meeting Called to Order

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

Approval of Minutes

A motion to accept the June 15, 2023, minutes was made by Barbara Greene and seconded by Walette Stanford. Motion was unanimously approved.

Announcements

Linda Levin announced that Friday August 18, is Fred's last day as VP of Planning and Programs. Linda and the committee thanked Fred for his services. The new VP is Neil Ambrose who starts on August 28 and brings great related experience. Kate Arnold is the new Programs Manager who also starts on August 28 supervising the Contracts Managers.

Terika Scatliffe has accepted a contract position. She has agreed to stay on to assist with some of the departmental reports.

Programs Report

Fred Richards updated the committee regarding provider surplus/deficits, the Veterans Directed Care Program, and some new grant applications with Humana Foundation and Sunshine Health Plan for caregiver support services. He also updated the committee on the Volunteer Florida grant related to Hurricane Ian recovery as well as the status of the grant application to USAging for vaccinations

Fred reported on the progress of the Senior-to-Senior Program, the caregiver support services, telephone reassurance and the tablet program.

ADRC Summary Report

In Renee Knight's absence, Fred Richards reviewed the ADRC Summary Report with the committee which included data related to:

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

Important to point out is the fact that overdue assessments are down significantly allowing staff to shorten the timeframe for schedule appointments for assessment down to 15 days. Also, worth pointing out is the fact that all areas are now fully staffed.

Area Plan Update

Janet Dickinson, Planner updated the committee on the 2024-2027 Area Plan which is due September 15, 2023. The Area Plan will be submitted on time but unsigned due to the Board of Directors meeting scheduled for September 20. Once the Area Plan has been approved, the Advisory Council Chair and the Board of Directors Chair will sign off on the document, then the signatures will be submitted. The Area Plan will be available on the Share Point site in its entirety for viewing prior to September 15. Committee members can make comments during this time. Janet noted that the format and the rules have changed, making the process a little longer to complete.

Janet will hold a Public Hearing on September 6, 2023, at the Jacksonville Public Library South Mandarin Branch, 12:30-1:30 PM located at 12125 San Jose Blvd in Jacksonville, Florida.

Janet outlined the following sections on the Area Plan.

Plan Sections - Completed or Nearing Completion:

- 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 (identifies counties, communities, data on socio-demographics, resources, partnerships, etc.)
- Strengths, Weaknesses, Opportunities, and Threats (SWOT) Analysis
- Performance and Targeted Outreach
- Unmet Service Needs and Opportunities
- Emergency Preparedness
- Strategies part of Goals and Objectives
- Direct Service Waiver Request Forms
- Assurances & Attestations

(See pages 33-37 for detailed information)

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

Meeting adjourned at 11:43 AM Minutes prepared by Sherry Holmes, Administrative Assistant

ElderSource Governance, Personnel, & Bylaws Committee Conference call 8/29/2023 at 9:00 AM

Minutes

Present: Absent:

Amanda Smith, Chair Shelley Hirsch Vivile Dietrich Catherine Whitworth

Staff:

Linda Levin, Chief Executive Officer Trina Nullet, Chief Financial Officer Bernadette Brown, Employee Experience Manager Jessica Del Rio, Executive Expediter

Call to Order:

Amanda Smith opened the meeting of the Governance, Personnel and Bylaws Committee at 9:02 AM.

Turnover Report/Exit Interview Data

Bernadette Brown, Employee Experience Manager, presented the Turnover Report/Exit Interview data with the Committee. She compared turnover data from 2021, 2022, and 2023.

The turnover rate has started to slow down, in 2021 was 31.5% and in 2022 it went down to 28.1%. At the end of 2021 ElderSource had 56.9 positions and at the end of 2022 ElderSource had 63.2 position. Bernadette reported that there are less vacant positions and more new positions.

Bernadette highlighted the terminations reasons and exit interview data for 2021-2023. Overral the data from the report is positive and the turnover is slowing down.

Linda Levin noted that we have hired a Organizational Development Consultant to review our organizational structure and to make recommendations tht will improve efficiency and effectiveness as well as create opportunities for career advancement.

After discussion the Committee had no questions.

Governance Contract

The Committee reviewed each line item on the Contract on Governance from the Department of Elder Affairs. After discussion, the Committee agreed to present to the full Board at the next Board meeting.

Linda noted that the Bylaws will need to be updated in response to the new contract.

FLORIDA DEPARTMENT OF ELDER AFFAIRS

AND

THE AREA AGENCY ON AGING CONTRACT ON GOVERNANCE

THIS CONTRACT is entered into between the Florida Department of Elder Affairs (Department or DOEA) and Area Agency on Aging (Contractor), collectively referred to as the "Parties."

WITNESSETH THAT:

WHEREAS, Contractor is a designated area agency on aging (AAA) under section 430.04, Florida Statutes;

WHEREAS, pursuant to section 430.04, Florida Statutes, the Department is responsible for ensuring that each AAA operates in a manner to ensure seniors of the State of Florida receive the best services possible; and

WHEREAS, the Department and the Contractor mutually agree to enter into this Agreement to set forth best practices for Contractor to ensure the provision of the best services possible to the seniors of the State of Florida.

NOW THEREFORE, in consideration of the mutual obligations of the parties and other valuable consideration, the Parties agree as follows:

1. Incorporation of Documents within the Contract:

The contract will incorporate attachments as an integral part of the contract, except to the extent that the contract explicitly provides to the contrary. In the event of conflict in language among any of the attachments referenced above, the specific provisions and requirements of this contract shall prevail.

2. Term of Contract:

This contract shall begin at twelve (12:00) A.M., Eastern Standard Time **December 31, 2023**, or on the date the contract has been signed by the last party required to sign it, whichever is later. It shall end at eleven fifty-nine (11:59) P.M., Eastern Standard Time **December 31, 2026**.

3. Renewals:

By mutual agreement of the Parties, the Department may renew the contract for a period not to exceed three years, or the term of the original contract, whichever is longer. Any renewal is subject to the same terms and conditions as the original contract and contingent upon satisfactory performance evaluations by the Department.

4. Human Resources:

- **4.1.** To ensure fair and equitable practices for recruiting and retaining qualified employees and volunteers, the Contractor shall ensure there is a dedicated Human Resources office to administer daily activities of, and for, its personnel and volunteers. Human Resources shall establish procedures and policies as appropriate, pending approval of the executive director/chief executive officer and the Contractor's Board of Director's ("Board") review. Human Resources policies and procedures must adhere to standard best practices. Human Resources shall report to the executive director/chief executive officer.
- **4.2.** Human Resources must submit to the Board, through the executive director/chief executive officer, a plan for recruitment and retention by **April 1, 2024**, and annually thereafter. The plan can be a one-page summary.

- **4.3.** Human resources shall be in-house, and its duties will be consistent with the established procedures and policies provided herein. Human Resources that is currently outsourced shall be brought in-house no later than **December 31, 2023**. Staff may perform other duties as assigned in addition to their respective human resources duties.
- **4.4.** The executive director/chief executive officer shall be the liaison between the Board and Human Resources.
- **4.5.** The Contractor shall adhere to all applicable federal and state employment laws.

5. Board Terms and Vacancies:

- **5.1.** The Board shall be composed of volunteers who represent the community and are committed to the best interests of the Contractor and its mission and no other party, including themselves.
- **5.2.** The Board of Directors is defined as the group of persons vested with the management of the affairs of the corporation, who are referred to herein as Board members.
- **5.3.** A standard Board term is three (3) years, and no member shall serve more than three (3) consecutive terms or nine (9) consecutive years. However, Board members who have exceeded the term limit, shall continue to serve until such time as a new member has been nominated and voted on by the Board, but may not serve more than three (3) months after the expiration of their term. A Board member may remain on the Board as a non-voting member for a period of six (6) months if they are nominated and elected by the Board as a non-voting member.
- **5.4.** If a Board member has served for three (3) terms consecutively or nine (9) consecutive years, the Board member must sit out two (2) years before the Board member can be renominated for Board membership.
- **5.5.** The Board must have a committee of at least one member dedicated to Board member recruitment. This committee shall provide comprehensive updates of its recruitment efforts to the Board during the Board meetings.
- **5.6.** Any Board member may be removed by a majority vote of the Board with or without cause prior to the expiration of their term, pursuant to section 617.0808, Florida Statutes.
- **5.7.** Members of the Board shall be nominated and elected by the Board.
- **5.8.** Vacancies occurring during a term will be filled for the unexpired portion in the manner provided above.
- **5.9.** Vacancies that are filled with less than one (1) year of the term remaining will not be counted as a term for the purpose of eligibility to serve three (3) terms consecutively.
- **5.10.** All Board members shall hold office until the expiration of their terms and until their successors have been elected (subject to Section 5.3), or until their earlier resignation, removal, or death.
- **5.11.** Any member who shall become incapacitated or become unable to carry on his/her duties, shall resign or be replaced in accordance with the Contractor's bylaws. The Board shall nominate and vote on a new member in accordance with the Contractor's bylaws.

- **5.12.** The Board shall create staggered terms for Board members pursuant to section 617.0806, Florida Statutes.
- **5.13.** The Board, in consultation with the executive director/chief executive officer, shall establish an orientation process for new Board members to commence after a satisfactory level 2 background check has been completed pursuant to section 430.0402, Florida Statutes, and Chapter 435, Florida Statutes.
- **5.14.** The Contractor shall agree to amend their respective bylaws no later than December 31, 2023, to incorporate conforming language of the provisions 5.3 through 9 as set forth in this Agreement into their bylaws, if the bylaws do not already contain such language. If this contract is signed by September 30, 2023, the deadline to amend the contractor's bylaws accordingly, is no later than June 30, 2024.

6. Board Attendance and Quorum:

- **6.1.** The requirement of attendance at Board meetings shall be enforced. Any member who fails to attend three (3) consecutive meetings of the Board, unless excused by the Board, shall be removed by a majority of the directors in office voting for the removal. Any member absent from four (4) meetings in any twelve (12) month period, whether excused or unexcused, shall be removed by a majority of the directors in office voting for the removal.
- **6.2.** The presence of not less than fifty percent plus one of the members, in person, shall constitute a quorum, which shall be necessary to conduct the business of the organization. If the meetings allow for attendance other than in person, the presence of not less than sixty percent of the members shall constitute a quorum.
- **6.3.** A quorum is required for the rescheduled meeting.

7. The Board:

- **7.1.** The Board shall review and revise procedures to define the parameters of the oversight, responsibilities, and duties of the Board. The plan should also include defined roles for the Board, its officers, and the executive director/chief executive officer, who will oversee the staff and the day-to-day operations.
- **7.2.** The Board shall adhere to the position descriptions for Board members attached hereto as Attachment I. These descriptions provide a minimum of the duties required of the Board members and are not exhaustive.
- **7.3.** The Board shall establish a process to assess their performance as individuals and as a Board. The assessment shall be completed annually and can be one page in length. This performance measure and the assessment shall also be submitted annually to the Secretary of DOEA.
- **7.4.** No Board member shall serve concomitantly as an elected state or federal official. This is to avoid an actual breach of the Code of Ethics found in sections 112.311-112.318, Florida Statutes, and to also avoid any appearance of such a violation.
- 7.5. The Contractor shall publish and maintain a current list of all Board members on its website.

8. Officers:

- **8.1.** The Board shall elect officers from among its membership.
- **8.2.** The Board shall have a chair and a treasurer and should have a vice-chair and secretary.

- **8.3.** Officers shall be elected to serve a term of two (2) years. No officer shall serve more than two (2) successive terms in the same office.
- **8.4.** An officer, except for the treasurer, shall serve until their successor is installed in office but may not serve more than three (3) months after the expiration of their second term. A treasurer may serve up to nine (9) months after the expiration of their second term.
- **8.5.** There shall be no grandfathering clause for officers who have exceeded the term limits described in paragraph 8.3 and have served four (4) or more years at the time of the execution of this contract, whether or not the Board previously had term limits in place. Any current officer, other than a treasurer, who has already served four (4) consecutive years in the same office must be replaced within three (3) months from the date this contract is executed. A current treasurer who has already served four (4) consecutive years in that office must be replaced within nine (9) months from the date this contract is executed.
- **8.6.** No Board member should occupy more than one (1) officer position at the same time.
- **8.7.** The Board shall adhere to the position descriptions for its Board officers attached hereto as Attachment II. These descriptions provide a minimum of the duties required of the Board officers, and are not exhaustive.
- **8.8.** All Board members and officers are responsible for adhering to the DOEA's standards as set forth in, but not limited to, this governance contract with Attachments I and II, and the service contracts.

9. Executive Director/Chief Executive Officer:

- **9.1.** The Board shall notify the Secretary of DOEA of any proposed employment actions involving the executive director/chief executive officer. Any such employment actions must be taken at a public meeting. The Board shall consult with the Secretary of DOEA in the hiring or dismissal of the executive director/chief executive officer prior to any action being taken. Consultations require Contractor, prior to taking any action, to confer with the Secretary and to consider the Secretary's assessment. The contractor shall periodically inform the Secretary regarding actions taken.
- **9.2.** When the executive director/chief executive officer position is vacant, the Board shall provide a detailed briefing on the steps it will take to secure an interim or acting executive director/chief executive officer; and an outline defining the search process for the hiring of an executive director/chief executive officer to the Secretary of DOEA. Additionally, the Board shall provide status updates on the search process every two weeks.
- **9.3.** The executive director/chief executive officer shall be the point of contact between Contractor's staff and the Board.
- **9.4.** The Board shall develop a succession plan for the executive director/chief executive officer in the event the position is vacant. The Board shall provide the names and qualifications of the prospective candidates for the executive director/chief executive officer position to the Secretary of DOEA for review and consultation prior to a vote.

10. Access to Records:

10.1. Board members shall have access to records of the organization in accordance with Chapter 617, Florida Statutes. Board members shall not have unfettered access to records and/or protected or confidential information of clients (recipients of services) unless specifically authorized by law. Protected health information and/or confidential information (e.g., information involving a victim of

abuse, sexual assault, crime) should not be shared with Board members, or any other individuals, unless such disclosure is specifically authorized by law and necessary to the performance of their specific duties.

- **10.2.** Areas that intake or store protected health information and/or confidential information shall have restricted access limited to those employees/volunteers who are authorized by law to access such information.
- 10.3. The Contractor shall secure all protected and/or confidential information, and shall implement appropriate safeguards to protect unauthorized disclosure of such information in accordance with this Agreement.

11. Florida Sunshine Law and Public Records:

- **11.1.** The Contractor's Board shall hold all meetings in accordance with Chapters 286, Florida Statutes. No formal actions shall be considered binding except as taken or made at a meeting that has been properly noticed.
- 11.2. The Contractor shall notice all Board meetings on their respective websites two weeks in advance of the scheduled meeting. In the case of emergency or special meetings, emergency or special meetings should be afforded the most appropriate and effective notice under the circumstances.
- **11.3.** The Contractor shall also provide a notice, agenda, and copies of any related meeting materials to the DOEA Division Director for Statewide Community Based Services.
- **11.4.** The Contractor shall comply with all applicable Florida and federal laws, including but not limited to, Chapters 119, 286, and 617, Florida Statutes.

12. Florida Government in the Florida Public Records Law, and HIPAA:

The Contractor acknowledges that Department or other state business conducted by any means, including electronic forms of communication, social media, or through personal cellular communication, is subject to Florida's Public Records Law, Chapter 119, Florida Statutes, and the Health Insurance Portability and Accountability Act (HIPAA).

13. No Waiver of Sovereign Immunity:

Nothing contained in this contract is intended to serve as a waiver of sovereign immunity by any entity to which sovereign immunity may be applicable.

14. **Venue:**

If any dispute arises out of this contract, the venue of such legal recourse shall be Leon County, Florida.

15. Entire Contract:

This contract contains all the terms and conditions agreed upon by the Parties. No oral agreements or representations shall be valid or binding upon the Department or the Contractor unless expressly contained herein or by a written amendment to this contract signed by both Parties.

16. Force Majeure:

The Parties will not be liable for any delays or failures in performance due to circumstances beyond their control, provided the party experiencing the force majeure condition provides immediate written notification to the other party and takes all reasonable efforts to cure the condition.

17. Severability Clause:

The Parties agree that if a court of competent jurisdiction deems any term or condition herein void or unenforceable, the other provisions are severable and shall remain in full force and effect.

18. Waiver:

The delay or failure by the Department to exercise or enforce any of its rights under this contract will not constitute or be deemed a waiver of the Department's right thereafter to enforce those rights, nor will any single or partial exercise of any such right preclude any other or further exercise thereof or the exercise of any other right.

19. Compliance:

The Contractor shall abide by all applicable current federal statutes, laws, rules, and regulations as well as applicable current state statutes, laws, rules, and regulations. The Parties agree that failure of the Contractor to abide by these laws shall be deemed an event of default of the Contractor and subject the contract to immediate unilateral cancellation of the contract at the discretion of the Department.

20. Termination:

- **20.1 Termination for Convenience.** The Department, by written notice to the Contractor, may terminate this contract in whole or in part when the Department determines in its sole discretion that it is in the State's interest to do so with 30 days' notice.
- **20.2 Termination for Cause.** The Department may immediately terminate this contract if the Contractor fails to: (1) honor any term of the contract or (2) abide by any statutory or regulatory requirement.

IN WITNESS WHEREOF, the Parties have caused this Contract to be executed by their officials as duly authorized and agree to abide by the terms, conditions, and provisions. This Contract is effective on the last date it has been duly signed by both Parties.

CONTRACTOR: «Contractor_Name»	STATE OF FLORIDA, DEPARTMENT OF ELDER AFFAIRS
SIGNED BY:	SIGNED BY:
NAME:	NAME: MICHELLE BRANHAM
TITLE:	TITLE: <u>SECRETARY</u>
DATE:	DATE:

INDEX OF ATTACHMENTS

ATTACHMENT I	8
POSITION DESCRIPTIONS OF BOARD MEMBERS	
ATTACHMENT II	9
POSITION DESCRIPTIONS OF BOARD OFFICERS	

ATTACHMENT I

POSITION DESCRIPTIONS OF BOARD MEMBERS

Board members shall conduct an annual performance review of the Executive Director.

Board members shall conduct annual assessments of the Board and its work.

Board members shall conduct annual assessments and or surveys of its officers' performance.

Board members shall sign an annual conflict-of-interest disclosure and update the disclosure during the year, if necessary, as well as disclose potential conflicts before meetings and actual conflicts during meetings.

ATTACHMENT II

POSITION DESCRIPTIONS OF BOARD OFFICERS

President or Chair

Preside at all meetings of the Board and must use Robert's Rules of Order.

Be a member ex-officio of all committees except the Nominating Committee.

Act as a liaison between the Board and the Executive Director or Chief Executive Officer to help ensure the Board's directives and resolutions are carried out.

Ensure ongoing recruitment, development, and contributions of Board members.

Review any issues of concern with the Executive Director or Chief Executive Officer.

Work closely with the vice president or vice chair to ensure seamless transition of officers.

The Vice-President or Vice Chair

The Vice-President or Vice Chair shall perform the administrative duties and responsibilities of the president in the absence of the president.

The Vice-President or Vice Chair shall work closely with the President to ensure smooth transition of officers.

Treasurer

The Treasurer shall coordinate the preparation of financial reports as requested by the Board of Directors or the president.

He or she will act as Board liaison with the corporation's fiscal officer in managing the Board's account(s).

Secretary

The Secretary shall ensure the following is created and maintained: an accurate record of all proceedings of the organization, and a current list of all Board Members.

Executive Director or Chief Executive Officer

The Board of Directors shall employ an Executive Director or Chief Executive Officer, who shall execute the affairs of the organization.

The Executive Director or Chief Executive Officer shall be responsible to the Board of Directors, and for the performance of the duties connected to his/her office.

The Executive Director or Chief Executive Officer shall be responsible for the efficient operation of the organization to include: all operations, implementing fiscal and other policy decisions of the Board, supervision of staff, development of plans, grants and other new programs, and other such duties as the Board shall delegate.

All other staff members, to include the Human Resources office, shall be responsible to the Executive Director.

ElderSource Board of Directors Meeting of the Executive Committee 9.11.2023 at 10:00 AM

MINUTES

Present: Absent:

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

Staff Present:

Linda Levin, Chief Executive Officer Trina Nullet, Chief Financial Officer Tameka Gaines Holly, Chief Operations Officer Jessica Del Rio, Executive Expeditor

Meeting Called to Order:

President Dr. Sandy Robinson called the meeting to order at 10:05 AM. A quorum was present.

IG Report Review

The Committee reviewed the IG report and Linda's draft response. After discussion, it was agreed to send the response with some modifications, but to wait to make any corporate changes until we have time for further discussion and strategizing.

Meeting adjourned at 12:53 PM

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

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
 - o 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

There was no further business, and the meeting was ad	journed.
	•
There was no further business, and the meeting was ad	journed.
None	
New Business	
None	
Old Business	
South Daytona, Deland, and Flagler.	
that addresses all aspects of mental health and i	mental illness. Servicing three centers in