

# **ELDERSOURCE BOARD OF DIRECTORS MEETING**

**Wednesday, January 17, 2024 at 4:00 P.M.**

**500 S Legacy Trail, St. Augustine, FL 32092**

**(World Golf Village Renaissance St. Augustine)**

## **AGENDA**

1. Call to Order & Introductions Dr. Sandy Robinson , President
2. Roll Call
3. Approval of Minutes (November 15, 2023 Meeting)
4. Discussion on Consent Agenda
5. President's Report Dr. Sandy Robinson, President
6. Chief Executive Officer's Report Linda Levin, Chief Executive Officer
7. Committee Reports/Motions *James Lee, Chief Financial Officer*
  - Budget/Finance Committee Walette Stanford, Vice President
  - Programs and Planning Committee Amanda Smith, Committee Chair
  - Governance, Personnel, Bylaw Committee Cheryl Jefferson, Advisory Council
8. Advisory Council Report
9. Treasurer Election
10. DOEA Monitoring Report/Response
11. CEO Appraisal
12. Other Business/Comments from Members and/or Visitors
13. Next Meeting March 20, 2024
14. Adjourn AAA Board Meeting  
Location: via Zoom

## **PROPOSED MOTIONS**

### **Governance Committee:**

The Governance Committee recommends approval of the application for Adam Anderson's Board membership.

The Governance Committee recommends approval of the third term for Brenda Ezell contingent on her willingness to continue.

### **Programs and Planning Committee:**

The Programs and Planning Committee recommends the proposed expansion into the 12 additional counties in South Georgia

Vision: Older adults and adults with disabilities are valued and have the resources they need to live with dignity and security in an age- and ability-friendly community.

Mission: ElderSource empowers people to live and age with independence and dignity in their homes and their communities.

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

## MINUTES

ElderSource  
Board of Directors Meeting  
10688 Old St Augustine Rd  
Jacksonville, FL 32257  
November 15, 2023  
4:00 PM  
Via Zoom

### PRESENT:

Walette Stanford, Vice President  
Brenda Ezell  
Dr. Cynthia Griffin  
Barbara Ann Greene  
Juliet Williams  
Grady Williams, At Large  
Shelley Hirsch  
Vivile Dietrich  
Barbara Ann Greene  
Cheryl Jefferson, Advisory Council

### ABSENT:

Dr. Sandy Robinson, President-Exc  
Pamela Sanders-Exc  
Amanda Smith-Exc  
Melissa Gilreath, Secretary-Exc  
Ed Salek- Exc

### STAFF PRESENT:

Linda Levin, Chief Executive Officer  
Tameka G. Holly, Chief Operating Officer  
James Lee, Chief Financial Officer  
Jessica Del Rio, Executive Expediter

### CALL TO ORDER:

Vice President, Walette Stanford called the meeting to order at 4:06 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 September 26, 2023, meeting with the ElderSource Board of Directors. Brenda Ezell seconded the motion. The motion was carried without opposition, and the minutes were approved as submitted.

### CHIEF EXECUTIVE OFFICER'S REPORT:

The written *Chief Executive Officer's Report* for November 2023 was made available to Board members in advance of their meeting through the Board portal. Questions concerning the report may be addressed to Ms. Linda Levin, Chief Executive Officer, by telephone at (904) 391-6610 or by email at [linda.levin@myeldersource.org](mailto:linda.levin@myeldersource.org).

Linda highlighted the following items from the report:

- Staffing
- Organizational Development Consultant
- Advocacy
- Mission Moments

- Other Announcements

Linda stated that the two back-office suites are in transition to be cleared out and ready for Wise Owl to rent. ElderSource will then be able to have a reduction in rent expenses.

We are working on scheduling our Strategic Planning 2.0 in January or February of 2024, Linda notified members to look out for a scheduling email.

This year is ElderSource's 50<sup>th</sup> year anniversary, we will planning opportunities to bring awareness in the community.

Linda spoke in regard to the Sharing and Caring Closet event at ElderSource. She stated that December 8-9 we will be open for donations of consumable medical supplies. The items donated will be available for seniors who contact us needing these supplies. This came from a staff member's suggestion in response to calls and requests we receive through our Helpline and other services we offer. More information on the Sharing and Caring Closet to come.

Linda mentioned that she sent out the performance review emails to the Board members to review and complete.

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

James Lee presented the Budget/Finance Committee report. James highlighted the financials for the month ending August 31, 2023.

James stated that we are at the 8-month mark of the calendar year. To date, we're within the ideal rate and slightly over in some line items due to no budget amendments throughout CY 2023.

The net will reflect a surplus in our profit and loss statements due to vacant positions throughout the year. The ElderSource Team will continue to monitor closely.

James noted that the 2022 Financial Audit is near completion.

James highlighted the 2024 proposed budget. He stated that Salaries/Fringes include a 4% increase for employee wages, based on performance. Under Operational Expenditures, the IT consultant, iVenture, accounts for \$131,000 of the Consulting & Professional Services budget. Other operational expenditures consist of standard expenses including but not limited to supplies, dues and subscriptions, audit fees, etc.

Projections reflect a net margin of \$ \$721,083.95 at the end of 2024 primarily because of a net revenue in the Veterans Program of \$370k. The remaining \$23k will carry-forward to the OAA Admin budget. An additional \$288,083.95 is restricted in the AAA operating account for services.

### **Motions:**

The Finance Committee recommends the approval of the financial reports for dates ending August 31, 2023. The motion passed by acclamation.

Grady Williams moved to approve the 2024 proposed budget. Shelley Hirsch seconded the motion. The motion passed unanimously.

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

Vice President, Walette Stanford presented the Programs and Planning Committee report. She stated

that at the last meeting they reviewed the Unit Costs 2024 OAA report which included explanations for any increases over the 5%. She noted that most of our provider's costs have increased over the past two years including, but not limited to food costs, fuel for the meal delivery vehicles, energy costs, and insurance.

Linda noted that ElderSource can approve rate increases up to 5% but if anything is above 5%, the Department of Elder Affairs (DOEA) requires an explanation. In terms of funding increases, additional adjustments will be made later on in the contract year as funds become available.

**Motion:**

The Program and Planning Committee recommends the approval of the proposed allocations for the 2024 Older Americans Act (OAA) funds. The motion was approved by unanimously.

**GOVERNANCE, PERSONNEL, & BYLAWS COMMITTEE:**

Shelley Hirsch presented the Governance, Personnel, & Bylaws Committee report. She stated that the last meeting we reviewed the updated bylaws, employee health benefits, Board terms, draft succession plan, the updated position descriptions, updated Board policies, and Board application for Alexander Moore.

The Board members were provided the updated Board member position description, the updated CEO position description, the updated Board policy and the revised bylaws as well as the draft CEO Succession Plan. These changes and documents bring the Board into compliance with the new DOEA Governance Contract. The Board reviewed each presented document, and after reviewing the Board had no further questions or comments.

**Motions:**

The Governance, Personnel, and Bylaws Committee recommends approval of the updated bylaws as presented. Motion passed unanimously.

The Governance, Personnel, and Bylaws Committee recommends approval of the updated Board policy as presented. Motion passed unanimously.

The Governance, Personnel, and Bylaws Committee recommends approval of the draft succession plan, and the updated position descriptions as presented. Motion passed unanimously.

*Motion:* The Governance, Personnel, and Bylaws Committee recommends approval of the Board terms for Melissa Gilreath (4th Term), Ed Salek (3rd Term), Walette Stanford (4th Term), Grady Williams (3rd term), Juliet Williams (2nd Terms). They will move onto their next term contingent on the Board's approval and person's interest in staying on the Board. The motion passed unanimously.

*Motion:* The Governance, Personnel, and Bylaws Committee recommends approval of the Board application for Alexander Moore. The motion passed unanimously.

Tameka reviewed with the Board with information related to the health benefits renewal that were previously reviewed by the Governance, Personnel and Bylaws Committee.

*Motion:* The Governance, Personnel, and Bylaws Committee recommends approval of the Employee Health Benefits staff recommendation with United Health Care and renewing as is.

Tameka presented the information on the short-term and long-term disability benefits for staff. After reviewing, the Board agreed to revisit these benefits at another time during the following year.

**ADVISORY COUNCIL REPORT:**

The Advisory Council report was presented to us by Cheryl Jefferson. She stated that at the last meeting we talked about how important outreach is to the Council. Cheryl noted that we are still in need of representation in Baker County. Cheryl also requested that we look into new name tags and shirts for the members to be in uniform when they go out for community events.

**NEW BUSINESS:**

The Governor recently designated four additional days before and after Christmas and New Year's as State holidays. The Board discussed adding these days off for staff.

**Motion:**

Grady Williams moved to approve the four extra days off for the organization. Viv Dietrich seconded the motion. The motion was approved without opposition.

**ADJOURNMENT:**

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

**NEXT MEETING:**

The next meeting of the ElderSource Board of Directors is scheduled for Wednesday January 17, 2024, at 4:00 PM in person and location is TBD.

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

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

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

**Elder Source**  
**AAA Board Meeting via Zoom**  
[Zoom Link](#)  
**12/12/2023**  
**12:00pm**

**Present**

Dr. Sandy L. Robinson  
Juliet Williams  
Amy Miller  
Grady Williams  
Walette Stanford  
Cynthia Griffin  
Melissa Gilreath  
Ed Salek  
Viv Dietrich  
Barbara Greene

**Absent**

Amanda Smith  
Shelley Hirsch

**Staff**

Linda Levins – CEO  
James Lee – CFO  
Jessica DelRio – Executive Expeditor

**Guests**

Amy Miller, CRI

**Meeting Called to Order**

The meeting was called to order by Dr. Sandy Robinson at 12:11pm.

**AAA 2022 Audit Report**

Amy from CRI presented the ElderSource audit report pointing out that the audit resulted in an unmodified or clean opinion for ElderSource.

Amy stated this year there is a new standard for our leases, they were moved to our balance sheet under Assets and Liability.

On the Statement of Activities report Amy stated that total revenues increased by \$752 thousand for the year due to the Veteran's Care Program increases.

Amy mentioned how the Program expenses make up 92% of the expenses and the IRS likes to see that as we are putting our money into what this organization stands for.

Another significant increase that was discussed was the professional fees due to the organization called GuideHouse, who was utilized for program management services.

Amy discussed how there is a new line item on the statement of expenses sheet which is the Provision for Uncollectable Receivables. This \$476 thousand was from the old receivables carried through the years from the VA Program and they were deemed uncollectable despite our efforts, so it has been written off this year.

Amy mentions that on the Cash Flow page there was a cash decrease of \$480 thousand, and this can be found in the Grants and Contracts Receivables.

Amy pointed out that on the Schedule of Expenses page it breaks it down by program, the Community Care for the Elderly Program increased about \$780 thousand, the VA Program increased \$692thousand and the Older Americans Act had a decrease of \$664 thousand all compared to the previous year's programs expenditures.

Amy reassured the committee that the organization was again considered a low- risk auditee with no reportable offenses from last year and this year.

Ed asked if there were any extra adjustments or issues with the audit and Amy assured him that the Lease policies and the larger write-off were the only adjustments provided to her from our organization.

Grady asked Amy since we were late on the Audit if that will have any ramifications on the organization and then asked what we can expect in the 2023 Audit. Amy communicated that everything is looking smooth for next year to be able to start on time with that Audit. Linda then reported that the DOEA was immediately informed of the delay and why when the organization was made aware of the timing issue, and they are aware that the meeting to review it was today. There should not be any negative result for being late.

### **Motion**

Walette moved to approve the 2022 Audit as presented. Cynthia seconded this motion. Motion passed without opposition.

### **Adjournment**

With no further business, the meeting was adjourned at 12:41pm

*Minutes prepared by Elena Perez, Administrative Assistant*





## CEO's Report January 2024

*"There are better things ahead than any we leave behind." —C.S. Lewis*

### OPERATIONAL PRIORITIES

We are now fully staffed in all areas of the organization. We finished the review with the Operational Design Consultant and made some changes that will increase efficiency, collaboration between departments and accountability.

The Executive Management team is working on succession planning for each of our positions and a new Leadership Development Business Group is starting to develop other leaders in the organization. Staff is also working on developing key metrics for 2024, conducting a thorough review of all policies and procedures and standard operating procedures, and developing and implementing an internal compliance program.

### SHARING AND CARING CLOSET

Last year, staff identified a need for consumable medical supplies for older adults. Pleas for assistance are made through our ADRC Helpline and our direct service staff. Sometimes there is a new need or the person/caregiver has run out of supplies. The supplies can be expensive and sometimes folks need help to fill gaps. While there is a loan closet for equipment like walkers and commodes and there are food pantries, there was not a closet for these consumable supplies, until now. Staff named it the Sharing and Caring Closet and have developed procedures for implementation. The first donation drive was held in December and donations will be accepted throughout the year. Individuals can request assistance through the Helpline and pick up supplies Monday through Friday, 8am to 5pm.



## 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

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## DISASTER RECOVERY

Staff continue to assist older adults in Volusia County with their recovery efforts from Hurricane Ian with funding from a grant from Volunteer Florida. The assistance provided has been mostly related to roof repairs and replacements. Approximately 22 people have been assisted. One client who had a reroof completed in December is an 89 year old widowed female who has lived in Florida for 50 years. She owns her own home and did file a FEMA claim due to damages sustained from Hurricane Ian. FEMA did not pay anything as the client was able to remain living in her home. During Hurricane Ian, the client lost power and her roof started to leak due to high winds and excessive rainfall. She was only able to remain in her home due to the help from a neighbor who charged her phone and provided heated meals for her. Every time it rained; the client started to panic because she knew she needed to have her roof replaced.

## USAGING GRANT

In the fall of 2023, we received a grant from USAging, the national association for area agencies on aging, to provide flu, Covid, pneumonia and shingles vaccines to older adults in the community. We partnered with AHEC and with Florida Cares as well where all three of us conduct vaccine clinics in the community. ElderSource partnered as well with Walgreens to provide the vaccines at the clinics conducted by our team. ElderSource conducted 15 clinics, giving 264 vaccines to 156 older adults. AHEC and Flagler Cares combined conducted 13 clinics and provided 193 vaccines.

Our Communications Team has been disseminating information via postcard mailings, social media posts, radio and television ads and newspaper stories.



## 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

*I Belong*  
ElderSource

## ADVOCACY

Legislative Session has started this month. I've speaking before Legislative Delegations and meeting with individual members to present the Legislative Priorities for the Florida Association of Area Agencies on Aging which include the Department of Elder Affairs Legislative Budget Request priorities. We had an opportunity to clarify with some key members the amount of administration funding that Area Agency on Aging receives to manage the grants and programs and services. On average, Area Agencies on Aging funding for administration is 5.7% (we are at 5.8%). A lot of work is done with this funding to make sure good quality services are provided to those in need, to include but not limited to development and execution of competitive procurements, contracts and amendments, continuous monitoring and oversight, training and technical assistance, reporting, processing invoices and payments, etc. It is important to know that while other State Agencies, e.g. the Department of Children and Families, have a substate structure, the Department of Elder Affairs does not. This was by design from when the Department was first formed in 1992. The Area Agencies on Aging operate to a degree as that substate structure, and we do that very efficaciously.

## MISSION MOMENTS

### *Caregiver Support Services*

Quote from a Caregiver enrolled in TCARE, Trualta, received YouMeCare hours, and attends support group.

"Please know that you have helped me immensely! I've found Trualta's website and their webinars to be well done and targeting the plethora of needs of caregivers. The education they provide has improved my approach to managing the care for my stepdad who has dementia. In addition, the "free" caregiver hours your agency provided through YouMeCare has allowed me to take my stepdad to his appointments and not worry about my mom being alone. Especially now that she's limited in what she can do due to her back fracture. A huge concern lifted off my shoulders!! Your support has helped me stay emotionally balanced and prepared (or as prepared as I can be with all that goes on with the aging process)!! : )"

Success story of a caregiver that graduated from TCARE and took the Powerful Tools for Caregivers class in 2023.

Ms. M. is the primary caregiver of her brother. Her initial assessment showed a stress score of 13, depression score of 27, and coping ability score of 28. Staff connected Ms. with counseling services, as well as companion services, and the local senior center to help her brother become more social again. ElderSource was also able to offer her brother a tablet that allowed him to connect with other family and friends, as well as watch movies, play games, and do chair exercises. At her 6 month reassessment, Ms. M's stress score was 5, depression was 7, and coping ability score was 8. Additionally, she showed great improvement in feeling uplifted while caregiving, going from an uplifted score of 18 to a score of 6. Once the staff member was able to connect with Ms. M. and provide support during the process of the brother gaining his own independence back, the caregiver expressed the feeling of the changes in herself and her brother. Since the closure of this caregiver's case, Ms. M. has stayed in contact with the staff member and shared that the brother is now living in affordable housing independently. Ms. M. expressed immense gratitude to the staff member and the support, and resources gained from the program. To see the changes made between the

caregiver and the care receiver just within the 9 months is a great success of this program.

#### *Telephone Reassurance*

- One participant told the Care Connector that getting the weekly phone calls from his volunteer literally saved his life. He had lost some people close to him and was feeling very isolated and alone, but knowing his volunteer was calling kept him from a “dark place”.
- Another participant reported that her volunteer brings her a lot of joy. Knowing she is calling and that they share a lot of their stories makes her whole day.

#### *Senior to Senior*

- 62-year-old gentleman living alone and running his own yard maintenance business was facing a crisis was caused by medical issues and truck repairs resulting in loss of income. The gentleman went into the hospital on November 30th thinking he was having a heart attack. They kept him there until December 4th trying to determine the cause of his symptoms. They finally realized he was having a reaction to medications and reduced them. This hospital stay caused him to lose income from his yard work business. In addition, the client’s work truck broke down and he had to pay nearly \$900 for the repair. Because of these two situations, the client needed assistance with rent and utilities. We were able to help this gentleman, which allowed him to meet his rental needs and also keep his business going so he can continue to have a roof over his head and income to keep him independent. He was also enrolled in the Telephone Reassurance program for additional support and connection.
- 72-year-old woman living alone needed to move out of her unsafe neighborhood saying the shootings and robberies occur often, making her feel very afraid to stay at her current location. She had a minimal income and could not afford the deposit needed for the new location. ElderSource was able to help with the deposit and the client now lives in Section 8 housing that is within her budget so she can stay current with her bills. This client was also enrolled in Telephone Reassurance for additional support and connection.

#### *Holiday Gift Deliveries*

With the help of Board Members and staff, we were able to have delivered very personalized gift bags delivered to over 15 of our clients. Thank you to everyone who helped by shopping and/or delivering! The clients (and their grandchildren) truly appreciated the thoughtfulness and generosity!



*“This year, be structured enough for success and achievement and flexible enough for creativity and fun.” —Taylor Duvall*

## **Elder Source**

### **AAA**

## **Finance Committee Meeting via Zoom**

[\\*Zoom Link\\*](#)

**11/13/2023**

**1:00pm**

### **Present**

Ed Salek – Chair

Melissa Gilreath

### **Absent**

Juliet Williams

### **Staff**

Linda Levin, Chief Executive Officer

James Lee, Chief Financial Officer

Jessica Del Rio, Executive Expediter

### **Meeting Called to Order**

The meeting was called to order at 12:32pm by Ed, a quorum was present, and the purpose of the meeting is to discuss the budget financial report through August.

### **CFO Report**

James presented a CFO Report ending August 2023.

James stated that there needs to be an amendment to the AAA budget as there have been new and amended contracts that aren't reflected in the budget presented. In the next AAA Budget meeting, these will be fixed and added.

The 2022 audit is still ongoing and is projected to be finished by next week. Ed asked if there are any issues with the auditors, James shared that he has been in contact with them and he was informed that they should be done no later than the end of November and we were granted an extension for the 990 form which will be completed before the extension end date in February 2024.

James stated that cash balance on hand (Less restricted funds) is to be determined as we continue to move forward in all accounts and making proper adjusting entries within the programs.

### **AAA Budget vs Actual August 2023**

James presented the budget vs actual as-is with no amendments. The budget is set for \$26 million and \$6 million will be allocated for our organization and then the rest will go through to the providers.

James discussed the personnel portion of the budget and he mentioned that we are still under budget due to lack of positions filled until it can be amended. James reviewed other variances with the Committee.

### **Motions**

Melissa Gilreath moved to approve the AAA Budget vs actual for August 2023. Ed Salek seconded the motion, it passed without opposition.

### **AAA Proposed 2024 AAA Budget**

James presented the proposed 2024 budget by stating that the total operating budget is around \$30 million but that is without amendments, this includes, the DOEA funding for \$3 million, Programs Revenue \$1 million, Admin with \$2 million, and finally Providers at \$24 million.

James then goes on to explain the program funding and the administration funding.

James explained the salary increase for employee wages of 4%, based on performance.

Non-DOEA expenditures are covered by AgeWise, the parent. An additional \$ \$288k is restricted for the AAA operating budget.

### **Motion**

Melissa Gilreath moved to approve the Proposed Budget 2024 as presented other than the one Admin amendment. Ed Salek seconded the motion, it passed without opposition.

### **Adjournment**

With no further business, the meeting was adjourned at 1:54pm.

*Minutes prepared by Elena Perez, Administrative Assistant*





**Area Agency on Aging  
Budget vs. Actual Monthly  
For the Month Ending August 31, 2023**

| DESCRIPTION                          | BUDGET                 | ACTUAL                 | JE<br>PENDING | Encumber      | BALANCE               | PROJECTED<br>Actual YTD | IDEAL RATE<br>67% |
|--------------------------------------|------------------------|------------------------|---------------|---------------|-----------------------|-------------------------|-------------------|
| <b>Operating Revenue</b>             |                        |                        |               |               |                       |                         |                   |
| DOEA Revenue                         | 3,012,542.15           | \$1,854,128.00         | \$0.00        | \$0.00        | \$1,158,414.15        | \$2,781,192.00          | 62%               |
| Program Revenue                      | 228,170.00             | \$52,757.00            | \$0.00        | \$0.00        | \$175,413.00          | \$79,135.50             | 23%               |
| Admin Revenue                        | 2,072,448.00           | \$902,912.00           | \$0.00        | \$0.00        | \$1,169,536.00        | \$1,354,368.00          | 44%               |
| Veterans Program                     | 771,720.00             | \$337,702.00           | \$0.00        | \$0.00        | \$434,018.00          | \$506,553.00            | 44%               |
| Contributions                        | \$0.00                 |                        | \$0.00        | \$0.00        | \$0.00                | \$0.00                  | 0%                |
| Interest Income                      | \$0.00                 | \$26.00                | \$0.00        | \$0.00        | (\$26.00)             | \$26.00                 | 0%                |
| Miscellaneous                        | \$0.00                 |                        | \$0.00        | \$0.00        | \$0.00                | \$0.00                  | 0%                |
| Carry Forward                        | \$375,000.00           |                        | \$0.00        | \$0.00        | \$375,000.00          | \$375,000.00            | 0%                |
| Provider Revenue                     | \$19,737,587.31        | \$14,569,670.00        | \$0.00        | \$0.00        | \$5,167,917.31        | \$19,737,587.31         | 74%               |
| In-kind                              |                        |                        |               |               | \$0.00                | \$0.00                  | 0%                |
| <b>Total Operating Revenue</b>       | <b>\$26,197,467.46</b> | <b>\$17,717,195.00</b> | <b>\$0.00</b> | <b>\$0.00</b> | <b>\$8,480,272.46</b> | <b>\$24,833,861.81</b>  | <b>68%</b>        |
| <b>Revenue Total</b>                 | <b>\$26,197,467.46</b> | <b>\$17,717,195.00</b> | <b>\$0.00</b> | <b>\$0.00</b> | <b>\$8,480,272.46</b> | <b>\$24,833,861.81</b>  | <b>68%</b>        |
| <b>Operating Expense</b>             |                        |                        |               |               |                       |                         |                   |
| <b>PERSONNEL</b>                     |                        |                        |               |               |                       |                         |                   |
| Personnel Expenses                   | \$ 3,410,678.02        | \$1,887,920.00         | \$0.00        | \$0.00        | \$1,522,758.02        | \$2,831,880.00          | 55%               |
| Fringes                              | \$ 257,425.30          | \$149,660.00           | \$0.00        | \$0.00        | \$107,765.30          | \$224,490.00            | 58%               |
| Employee Benefits                    | \$ 575,696.03          | \$361,397.00           | \$0.00        | \$0.00        | \$214,299.03          | \$542,095.50            | 63%               |
| Other Personnel Expense              | \$ 26,740.31           | \$17,363.00            | \$0.00        | \$0.00        | \$9,377.31            | \$26,044.50             | 65%               |
| <b>TOTAL PERSONNEL COSTS</b>         | <b>\$4,270,539.66</b>  | <b>\$2,416,340.00</b>  | <b>\$0.00</b> | <b>\$0.00</b> | <b>\$1,854,199.66</b> | <b>\$3,624,510.00</b>   | <b>57%</b>        |
| <b>OPERATIONS</b>                    |                        |                        |               |               |                       |                         |                   |
| Rent                                 | 135,000.00             | \$79,661.00            | \$0.00        | \$0.00        | \$55,339.00           | \$119,491.50            | 59%               |
| Building Maintenances/Repair         | 1,000.00               | \$1,813.00             | \$0.00        | \$0.00        | (\$813.00)            | \$2,719.50              | 181%              |
| Telephone & Internet                 | 45,380.00              | \$17,686.00            | \$0.00        | \$0.00        | \$27,694.00           | \$26,529.00             | 39%               |
| Office Supplies                      | 31,440.50              | \$25,509.00            | \$0.00        | \$0.00        | \$5,931.50            | \$38,263.50             | 81%               |
| Printing & Supplies                  | 45,183.27              | \$27,920.00            | \$0.00        | \$0.00        | \$17,263.27           | \$41,880.00             | 62%               |
| Postage & Shipping                   | 28,693.19              | \$7,683.00             | \$0.00        | \$0.00        | \$21,010.19           | \$11,524.50             | 27%               |
| Office Equipment/Leasing             | 45,544.00              | \$39,449.00            | \$0.00        | \$0.00        | \$6,095.00            | \$59,173.50             | 87%               |
| Phone System                         | -                      |                        | \$0.00        | \$0.00        | \$0.00                | \$0.00                  | #DIV/0!           |
| Document Management System           | 10,075.00              |                        | \$0.00        | \$0.00        | \$10,075.00           | \$0.00                  | 0%                |
| Other technology/equipment           | 25,914.00              |                        | \$0.00        | \$0.00        | \$25,914.00           | \$0.00                  | 0%                |
| Other Operating                      | 2,317.84               |                        | \$0.00        | \$0.00        | \$2,317.84            | \$0.00                  | 0%                |
| Software                             | 18,067.81              | \$2,337.00             | \$0.00        | \$0.00        | \$15,730.81           | \$3,505.50              | 13%               |
| Outreach/Marketing/Advertising       | 73,487.61              | \$42,723.00            | \$0.00        | \$0.00        | \$30,764.61           | \$64,084.50             | 58%               |
| Travel & Conferences                 | 50,773.00              | \$14,532.00            | \$0.00        | \$0.00        | \$36,241.00           | \$21,798.00             | 29%               |
| Dues & Subscriptions                 | 55,725.42              | \$72,665.00            | \$0.00        | \$0.00        | (\$16,939.58)         | \$108,997.50            | 130%              |
| Consulting & Professional Fees       | 394,038.46             | \$260,790.00           | \$0.00        | \$0.00        | \$133,248.46          | \$391,185.00            | 66%               |
| Bank Fees                            | -                      | \$25.00                | \$0.00        | \$0.00        | (\$25.00)             | \$37.50                 | #DIV/0!           |
| Taxes & Licenses                     | 500.00                 | \$37.00                | \$0.00        | \$0.00        | \$463.00              | \$55.50                 | 7%                |
| Property & Liability Insurance       | 19,148.00              | \$3,779.00             | \$0.00        | \$0.00        | \$15,369.00           | \$5,668.50              | 20%               |
| Staff Training & Recognition         | 33,600.00              | \$4,374.00             | \$0.00        | \$0.00        | \$29,226.00           | \$6,561.00              | 13%               |
| Volunteer Expenses                   | 51,766.00              | \$9,615.00             | \$0.00        | \$0.00        | \$42,151.00           | \$14,422.50             | 19%               |
| Staff Uniforms                       | 350.00                 | \$3,373.00             | \$0.00        | \$0.00        | (\$3,023.00)          | \$5,059.50              | 964%              |
| Tuition Reimbursement                | 6,000.00               |                        | \$0.00        | \$0.00        | \$6,000.00            | \$0.00                  | 0%                |
| Indirect Cost                        | 8,470.00               |                        | \$0.00        | \$0.00        | \$8,470.00            | \$0.00                  | 0%                |
| Non DOEA Expenses                    | 11,000.00              | \$6,508.00             | \$0.00        | \$0.00        | \$4,492.00            | \$9,762.00              | 59%               |
| Restricted Non-DOEA                  |                        |                        | \$0.00        | \$0.00        | \$0.00                | \$0.00                  | #DIV/0!           |
| Misc. (Temp Scanning All Department) |                        | \$39,482.00            | \$0.00        | \$0.00        | (\$39,482.00)         | \$59,223.00             | #DIV/0!           |
| Depreciation                         |                        | \$338.00               | \$0.00        | \$0.00        | (\$338.00)            | \$507.00                | #DIV/0!           |
| Carry Forward                        | \$375,000.00           |                        | \$0.00        | \$0.00        | \$375,000.00          | \$0.00                  | 0%                |
| Provider Exp                         | \$19,737,587.31        | \$14,361,050.00        | \$0.00        | \$0.00        | \$5,376,537.31        | \$19,737,587.31         | 73%               |
| In-Kind                              |                        |                        | \$0.00        | \$0.00        | \$0.00                | \$0.00                  | #DIV/0!           |
| <b>TOTAL OPERATIONS</b>              | <b>\$21,206,061.41</b> | <b>\$15,021,349.00</b> | <b>\$0.00</b> | <b>\$0.00</b> | <b>\$6,184,712.41</b> | <b>\$20,728,035.81</b>  | <b>71%</b>        |
| <b>Total Operating Exp</b>           | <b>\$25,476,601.07</b> | <b>\$17,437,689.00</b> | <b>\$0.00</b> | <b>\$0.00</b> | <b>\$8,038,912.07</b> | <b>\$24,352,545.81</b>  | <b>68%</b>        |
| <b>NET SURPLUS/DEFICIT</b>           | <b>\$720,866.39</b>    | <b>\$279,506.00</b>    | <b>\$0.00</b> | <b>\$0.00</b> | <b>\$0.00</b>         | <b>\$481,316.00</b>     |                   |
| <b>YTD Intercompany Transfers</b>    |                        | <b>\$0.00</b>          |               |               |                       |                         |                   |
| <b>YTD Net Total</b>                 |                        | <b>\$279,506.00</b>    |               |               |                       |                         |                   |

**Note:** Surplus in Salary - Our Human Resource department is searching for candidates to fill several vacancies. OT has been approved for Individual Grants to stay current.

**Note:** The Consultant and Professional Fees include Iventure, Avaya Phone System, Audit, Legal Fees, and some minor expenses (no concerns)

**Note:** Dues Subscription has a deficit due to new ARPA/TCARE grant charges which is cost reimbursement

**Note:** Miscellaneous exp were charges due to our efforts to become more paperless and efficient. We outsourced to a company to scan paper files into ElderSource shared folders.

**Note:**



**2024**

**AAA Proposed  
Budget**

November 2023



# ElderSource

The core function of the Northeast Florida Area Agency on Aging dba ElderSource is to provide services throughout the Northeast Region of Florida 7 Counties (Baker, Clay, Duval, Flagler, Nassau, St. Johns & Volusia)

## Budget

- ElderSource total operating budget for CY 2024 \$30,751,171.29. The total includes DOEA (Services) funding of \$2,714,259.17, Program Revenue \$1,189,890 Admin \$2,472,980.00 and Providers as a Pass-Through for Services at \$24,374,042.12.

## Budget to Program

The ElderSource organization supports successful aging, increases the enjoyment of life, and maximizes self-sufficiency for the Providers and Community. A major function of the organization is to provide telephone reassurance, outreach, and seek collaborative opportunities between Providers, supportive services to participants, and more...

### DOEA Funding CY 2024

| Organization/Agency                   | Funding Source                           | AAA - Amount  | Providers      | Match |
|---------------------------------------|--|---------------|----------------|-------|
| 3B<br>Information & Referral<br>(I&R) | Department of<br>Elder<br>Affairs (DOEA) | \$336,889.98  | \$2,188,465.00 | 10%   |
| 3D                                    | DOEA                                     |               | \$153,993.00   | 10%   |
| 3E I&R                                | DOEA                                     | \$146,629.00  | \$ 874,254.00  | 10%   |
| OAA C1                                | DOEA                                     |               | \$2,974,212.00 | 10%   |
| OAA C2                                | DOEA                                     |               | \$2,025,233.00 | 10%   |
| CCE/CCE Intake                        | DOEA                                     | \$ 413,971.57 | \$7,221,901.43 | N/A   |
| HCE Admin                             | DOEA                                     |               | \$938,895.00   | N/A   |
| ADI/ADI Intake                        | DOEA                                     | \$200,000.00  | \$3,905,601.00 | N/A   |
| LSP                                   | DOEA                                     |               | \$450,000.00   | N/A   |
| EHEAP                                 | DOEA                                     |               | \$ 492,244.00  | N/A   |
| RELIEF                                | DOEA                                     |               | \$452,937.00   | 10%   |
| MAC ADRC                              | DOEA                                     | \$ 460,860.18 |                | N/A   |

| Organization/Agency          | Funding Source | AAA - Amount  | Providers     | Match       |
|------------------------------|----------------|---------------|---------------|-------------|
| Med Waiver                   | DOEA           | \$ 156,597.82 |               | N/A         |
| MIPPA                        | DOEA           | \$ 293,122.03 |               | N/A         |
| SHINE                        | DOEA           | \$ 190,677.50 |               | N/A         |
| Senior Medicaid Patrol (SMP) | DOEA           | \$ 80,814.00  |               | N/A         |
| NSIP                         | DOEA           |               | \$ 532,659.00 | N/A         |
| ARPA - Admin                 | DOEA           | \$300,438.00  |               | 25% CCE/HCE |
| ARPA - 3B                    | DOEA           | \$434,697.09  | \$429,689.91  | 10%         |
| ARPA - 3D                    | DOEA           |               | \$66,014.76   | 10%         |
| ARPA - 3E                    | DOEA           |               | \$300,506.00  | 10%         |
| ARPA - OAA C1                | DOEA           |               | \$563,731.00  | 10%         |
| ARPA - OAA C2                | DOEA           |               | \$845,596.00  | 10%         |

Calendar Year 2024 – DOEA – ElderSource Direct Services funding of \$3,014,697.17 reflects the total program budget of 38 Full-Time Employees (FTE's), 3 part-time employees and volunteers which equates to 4 FTE's along with operating costs. Providers Budget throughout the 7 counties \$24,415,932.10.

Total cost for Services - \$27,430,629.27

#### Program Revenue Funding CY 2024

| Organization/Agency     | Funding Source            | Amount       | Match |
|-------------------------|---------------------------|--------------|-------|
| CF Senior-to Senior     | Community Foundation      | \$120,000.00 | N/A   |
| JM Senior-to-Senior     | Jim Moran                 | \$150,000.00 | N/A   |
| Benefits Enrollment Ctr | National Council on Aging | \$250,000.00 | N/A   |
| T-CARE                  | FL Blue                   | \$93,170.00  | N/A   |
| United Way              | United Way                | \$100,000.00 | N/A   |

Calendar Year 2024 – Program funding of \$ 713,170.00 reflects the total program budget of 5 Full-Time Employees, and volunteers, which equates to 8 FTE's along with operating cost.

## Admin Revenue Funding CY 2024

| Organization/Agency  | Funding Source             | Amount       | Match       |
|----------------------|----------------------------|--------------|-------------|
| OAA Admin            | DOEA                       | \$992,963.00 | 10% CCE/HCE |
| Carry Forward        | DOEA                       | \$375,000.00 | N/A         |
| 3B LAN               | DOEA                       | \$143,287.00 | N/A         |
| Elder Abuse          | DOEA                       | \$21,267.00  | N/A         |
| CCE Admin            | DOEA                       | \$68,071.00  | N/A         |
| HCE Admin            | DOEA                       | \$72,171.00  | N/A         |
| ADI Admin            | DOEA                       | \$89,750.00  | N/A         |
| EHEAP Admin          | DOEA                       | \$45,000.00  | N/A         |
| RELIEF Admin         | DOEA                       | \$33,431.00  | 10%         |
| LSP Admin            | DOEA                       | \$50,000.00  | N/A         |
| Community Foundation | Community Foundation       | \$10,000.00  | N/A         |
| Veterans Program     | Veterans Department        | \$771,720.00 | N/A         |
| Transfer To Parent   | ElderSource Parent Company | \$410,000.00 | N/A         |

Calendar Year 2024 – Admin funding of \$3,082,660.00 reflects the total program budget of 28 Full-Time Employees and 2 part-time employees along with operating cost.

### **Budget Highlights At-A-Glance**

- Salaries/Fringes include a 4% increase for employee wages, based on performance.
- Operational Expenditures – the IT consultant, iVenture, accounts for \$131,000 of the Consulting & Professional Services budget.
- Other operational expenditures consist of standard expenses including but not limited to supplies, dues and subscriptions, audit fees, etc.
- ***Note – Non-DOEA expenditures will be expensed through the parent company.***
- ***Projections reflect a net margin of \$ \$721,083.95 at the end of 2024 as a result of a profit in the Veterans Program of \$370k as well as an additional \$40k from the MIPPA program. This equates to \$410k that will be transferred to the parent program to provide services. The remaining \$23k will carry-forward to the OAA Admin budget for 2025. An additional \$288,083.95 is restricted in the AAA operating account for services.***

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**Area Agency on Aging  
Budget 2024**

|  | <b>Proposed<br/>Budget<br/>2024</b> | <b>Budget<br/>2023</b> | <b>Variance</b>      | <b>Notes</b>   |
|--|-------------------------------------|------------------------|----------------------|--|
| <b>Program Revenue</b>                           |                                     |                        |                      |  |
| <b>DOEA Contracts</b>                            | <b>2,714,259.17</b>                 | <b>3,012,542.15</b>    | <b>(298,282.98)</b>  |  |
| <b>Providers Contract</b>                        | <b>24,374,042.12</b>                | <b>19,737,587.31</b>   | <b>4,636,454.81</b>  |  |
| <b>Program Revenue</b>                           | <b>418,170.00</b>                   | <b>228,170.00</b>      | <b>190,000.00</b>    | -  |
| <b>Admin Revenue</b>                             | <b>2,472,980.00</b>                 | <b>1,772,010.00</b>    | <b>700,970.00</b>    |  |
| <b>Veteran's Program Revenue</b>                 | <b>771,720.00</b>                   | <b>771,720.00</b>      | -                    |  |
| <b>Total Program Revenues</b>                    | <b>30,751,171.29</b>                | <b>25,822,467.46</b>   | <b>5,229,141.83</b>  |  |
|  | -                                   | -                      | -                    |  |
| <b>Operating Expenses</b>                        |                                     |                        |                      |  |
| Personnel Expenses                               | 3,451,776.04                        | 3,410,678.02           | 41,098.02            | Internal Controls for 71 FTE's & 5 PTE's   |
| Employee Benefits                                | 752,855.29                          | 575,696.03             | 177,159.26           | Internal Controls for 71 FTE's & 5 PTE's   |
| Fringes  | 272,089.66                          | 257,425.30             | 14,664.36            | Internal Controls for 71 FTE's & 5 PTE's   |
| Other Employee Expenses                          | 42,552.38                           | 26,740.31              | 15,812.07            | Internal Controls for 71 FTE's & 5 PTE's   |
|  | -                                   | -                      | -                    |  |
| <b>Total Personnel Costs</b>                     | <b>4,519,273.37</b>                 | <b>4,270,539.66</b>    | <b>248,733.71</b>    |  |
| Travel & Conferences                             | 50,773.00                           | 50,773.00              | -                    | Increase due to Staff will attend Conference and now back Monitoring in the field      |
| Rent   | 135,000.00                          | 135,000.00             | -                    | Pay Rent to Wise Owl Company   |
| Building Maintenances/Repair                     | 1,000.00                            | 1,000.00               | -                    | Internal Control   |
| Telephone & Internet                             | 46,880.00                           | 45,380.00              | 1,500.00             | Internal Control   |
| Office Supplies                                  | 32,440.50                           | 31,440.50              | 1,000.00             | Base on Programs needs   |
| Printing & Supplies                              | 43,941.02                           | 45,183.27              | (1,242.25)           | Base on Programs needs   |
| Postage & Shipping                               | 28,693.19                           | 28,693.19              | -                    | Base on Programs needs   |
| Office Equipment/Leasing                         | 45,544.00                           | 45,544.00              | -                    | More devices are being used at home due to being hybrid                                |
| Phone System                                     | -                                   | -                      | -                    |  |
| Document Management System                       | 10,075.00                           | 10,075.00              | -                    | Base on Programs needs   |
| Other technology/equipment                       | 25,914.00                           | 25,914.00              | -                    | Need more laptops for workstation in the building                                      |
| Other Operating                                  | 2,317.84                            | 2,317.84               | -                    | Base on Programs needs   |
| Software   | 18,067.81                           | 18,067.81              | -                    | Internal Control   |
| Outreach/Marketing/Advertising                   | 28,487.61                           | 73,487.61              | (45,000.00)          | Base on Programs needs   |
|  | -                                   | -                      | -                    |  |
| Dues & Subscriptions                             | 62,265.42                           | 55,725.42              | 6,540.00             | Internal Control   |
| <b>Total Dues &amp; Subscriptions</b>            | <b>62,265.42</b>                    | <b>48,193.00</b>       | <b>62,265.42</b>     |  |
|  | -                                   | -                      | -                    |  |
| Consulting & Professional Fees                   | 479,538.46                          | 394,038.46             | 85,500.00            | iVenture, Avaya Phone System, Audit, Legal Fees, and some minor charges with new grant |
| Bank Fees  | -                                   | -                      | -                    |  |
| Taxes & Licenses                                 | 500.00                              | 500.00                 | -                    |  |
| Property & Liability Insurance                   | 19,148.00                           | 19,148.00              | -                    | Internal Control   |
| Staff Training & Recognition                     | 33,600.00                           | 33,600.00              | -                    | Base on Programs needs   |
| Volunteer Expenses                               | 46,766.00                           | 51,766.00              | (5,000.00)           |  |
| Staff Uniforms                                   | 350.00                              | 350.00                 | -                    |  |
| Tuition Reimbursement                            | 6,000.00                            | 6,000.00               | -                    |  |
| Indirect Cost                                    | 8,470.00                            | 8,470.00               | -                    | Internal Control   |
| Providers Expense                                | 24,374,042.12                       | 19,737,587.31          | 4,636,454.81         |  |
| <b>Total Operating Expenses</b>                  | <b>24,488,876.12</b>                | <b>19,857,421.31</b>   | <b>24,488,876.12</b> |  |
|  | -                                   | -                      | -                    |  |
| <b>Non DOEA Expenses</b>                         |                                     |                        |                      |  |
| CEO Allocation                                   | 5,000.00                            | 5,000.00               | -                    |  |
| Board Expenses                                   | 3,000.00                            | 3,000.00               | -                    |  |
| Other Non DOEA Expenses                          | 3,000.00                            | 3,000.00               | -                    |  |
| <b>Total Non DOEA Expenses</b>                   | <b>11,000.00</b>                    | <b>11,000.00</b>       | <b>11,000.00</b>     |  |
|  | -                                   | -                      | -                    |  |
| <b>Total Expenses</b>                            | <b>30,030,087.34</b>                | <b>25,094,068.65</b>   | <b>903,449.86</b>    |  |
|  | -                                   | -                      | -                    |  |
| <b>Net Operating Margin</b>                      | <b>721,083.95</b>                   | <b>728,398.81</b>      | <b>4,325,691.97</b>  |  |
|  | -                                   | -                      | -                    |  |
| <b>Less: Transfers Out to Parent end of 2024</b> | <b>410,000.00</b>                   |                        |                      |  |
|  | -                                   | -                      | -                    |  |
| <b>Less: Carry Forward</b>                       | <b>23,081.56</b>                    |                        |                      |  |
|  | -                                   | -                      | -                    |  |
| <b>Less: Depreciation &amp; Amortization</b>     | <b>-</b>                            | <b>-</b>               | <b>-</b>             |  |
|  | -                                   | -                      | -                    |  |
| <b>Restricted AAA Operating</b>                  | <b>288,002.40</b>                   | <b>728,398.81</b>      | <b>288,002.40</b>    |  |

**Programs Committee Minutes**  
**10688 Old St Augustine Rd**  
**Thursday December 21, 2023**  
**11:00 AM**  
**Via Zoom**

**Present**

Barbara Greene  
Grady Williams  
Walette Stanford, Chair

**Staff**

Linda Levin, CEO  
Tameka G. Holly, COO  
Neil Ambrus, VP, Planning and Programs  
Katherine Arnold, Programs Manager  
Janet Dickinson, Planner  
Elena Perez, Administrative Assistant  
Sherry Holmes, Administrative Assistant

**Meeting Called to Order**

Walette Stanford called the meeting to order at 11:05 AM.

**Approval of Minutes**

A motion to accept the October 31, 2023, minutes was made by Grady Williams and seconded by Barbara Greene. Motion was unanimously approved.

**Contract Services**

Neil Ambrus, VP of Planning and Programs reported that ElderSource was asked by the Gainesville VA Medical Center if we could serve Veterans in Southern Georgia. The Area Agencies on Aging there do not have capacity to participate at this time and VA Medical Center has nine Veterans currently interested in the program.

Haley Wigley, Veterans Directed Care (VDC) Program Manager noted that the VDC program allows the Veteran to remain at home to age with dignity and independence by allowing them to select their own caregiver(s) to prevent them from going into a nursing home. Haley presented a plan and ROI analysis for implementation if approved by the Board.

Linda Levin, CEO, reiterated that the VA Medical Center approached us and explained that the VA Medical Center confirmed with the other Area Agency on Aging that they understand a different Area Agency would be serving in their area and that they are okay with that. Should that Georgia agency decide to get involved in the program, ElderSource would transition out. If approved by the Board, Linda will have a separate meeting with the Georgia AAA Director.

**Motion**

A motion to accept the recommended proposed expansion South Georgia was made by Grady Williams and seconded by Barbara Greene. Motion passed unanimously.

Neil and James Lee, Chief Financial Officer, are working on providing the 2024 Older Americans Act (OAA) contracts to the providers by the end of the year.

The American Rescue Plan Act (ARPA) has been operational over the last three years, and we are releasing the last of these funds to the providers in January 2024. The program ends on September 30, 2024. Staff are working with the Department of Elder Affairs (DOEA) and the providers on a transition plan so that the clients will have the services that they need once the program ends.

Neil noted that next year we are looking at using an On-Line Request for Proposal (RFP) Platform. The past process of bidding was a paper process. 2024 will be an online process. The bidding process starts in May of 2024 for OAA contracts that begin on January 1, 2025 through December 2025. This would be the beginning of a no paper process. The goal is to make both the application process and the review process more efficient.

### **Contract Monitoring**

Katherine Arnold, Programs Manager updated the committee on contracts monitoring and highlighted that they will wrap up by year-end. Baker, Flagler, and Clay counties are in the final stages of monitoring.

The City of Jacksonville and Aging True corrective action observation reviews are currently taking place this week.

Two new staff contract managers have been hired and the department is fully staffed.

Amendments for OAA Carry Forward and Title Transfer funds were and the OAA 2024 contracts will be going out to the providers before the end of the year.

### **Surplus Deficit**

Katherine shared her chart with the committee showing an overview for October 2023. Reports reflected where all of the PS4 providers were in spending funds. The OAA Title Transfer funding being delayed from the State resulted in a reduced amount of time for the providers to spend. Overall, the PSA is doing well. We are in the middle of the contract cycle for State General Revenue funds. Katherine stated that we will be evaluating with our new team where some adjustments will be made to the providers if money needs to be allocated.

### **Direct Services Report**

Neil reviewed the attached report with the Committee members.

#### *Senior to Senior*

This program has seen an increase in rental and utilities assistance because of the major housing crisis and the limited income of seniors.

#### *Veterans Directed Care (VDC)*

This program is doing very well as there are 98 Veterans enrolled in the program. There are 5 Veterans completing their enrollment and 11 pending. Usually, we enroll 1-2 new clients a week.

### **Area Plan**

Janet Dickinson, Planner, updated the Committee regarding the Area Plan. She noted that she is over the Title VII Program (Elder Abuse, Awareness, Neglect, and Financial Exploitation) and on track with meeting the deliverables for the program. We are implementing a training program for our SHINE, S&P, Telephone Reassurance, and all volunteers who will be offered the training once a year.

Last September the January 2024-December 2027 Area Plan was submitted to DOEA. The DOEA recommended fine tuning measures, how to measure our strategies and to ensure that all had time frames. Janet will make corrections to be reviewed by Linda and Neil and the documentation will be resubmitted to the DOEA on January 12.

The contract module was approved and there were no changes necessary.

Janet clarified what the new Abuse, Neglect, and Exploitation collaborative relationship would appear like. She explained that this could be a new relationship that we never had or an existing relationship that we never collaborated with educating their people on Elderly Abuse, Neglect and Financial Exploitation. The training could be presented by our staff, or we provide the tools, and the organization would do their own training.

There was a brief discussion regarding JEA's employees being able to spot if an elder is experiencing abuse or neglect. Walette noted that their customer service phone representatives could be involved in this effort, and she is eager to collaborate with ElderSource.

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

**Meeting adjourned at 11:45 AM**

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

**ElderSource (AAA)  
Board of Directors  
Governance Committee Meeting via Zoom  
12/18/2023  
9:00 AM**

**Present**

Amanda Smith, Chair  
Vivile Dietrich

**Absent**

Shelley Hirsch

**Staff**

Linda Levin, Chief Executive Officer  
Jessica Del Rio, Executive Expeditor

**Meeting Called to Order**

The meeting was called to order by Amanda Smith at 9:00 AM.

**Board Profile Summary**

The committee reviewed the Board Profile Summary. Amanda Smith mentioned that ElderSource is doing well in most categories but could use members from the Hispanic community and members with expertise with fundraising and with finance/accounting as well as member from the faith based community. The Committee will continue to recruit to fill in our diversity gaps.

**Board Member Application**

The committee discussed the Board membership application for Pastor Adam Anderson. Vivile Dietrich stated that she reviewed his application and believes he fills in our diversity gaps and would be a good addition to the Board.

**Motion:**

Amanda Smith moved to approve Adam Anderson's application for Board membership. Vivile Dietrich seconded the motion. The motion passed with no opposition.

**Board Recruitment**

Linda Levin mentioned that Treasurer, Ed Salek will be resigning from the AAA Board as of December 31, 2023. This changes stresses the need for more members with finance and/or accounting backgrounds.

**Board Terms**

It was discussed that Brenda Ezell's second term ends in January 2024 and it was suggested to approve Brenda Ezell for a third term contingent on if she would like to continue.

**Motion:**

Vivile Dietrich moved to approve a third term for Brenda Ezell contingent on her willingness to continue. Amanda Smith seconded the motion. The motion passed with no opposition.

**Adjournment**

With no further business, the meeting was adjourned at 9:19 AM.  
*Minutes prepared by Elena Perez, Administrative Assistant*