



ElderSource, Inc. (Parent)  
Board Meeting  
March 15, 2023  
Time: 1:00pm

Agenda

- |      |                                      |                    |
|------|--------------------------------------|--------------------|
| I.   | Call to Order                        | Dr. Sandy Robinson |
| II.  | Review of Minutes                    | Dr. Sandy Robinson |
| III. | CEO Report                           | Linda Levin        |
| IV.  | New Name & Logo                      | Linda Levin        |
| V.   | Committee Reports                    |                    |
|      | A. Finance Committee                 | Stuart Gaines      |
|      | B. Strategic Planning Committee      |                    |
| VI.  | Subsidiary Reports                   |                    |
|      | A. Medicaid Management Services Inc. | Stuart Gaines      |
|      | B. AAA ElderSource                   | Dr. Sandy Robinson |
|      | C. Wise Owl                          | Fran Pepis         |
|      | D. ElderSource Institute             | Mike Jorgensen     |
| VI.  | Adjourn                              |                    |

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, Inc. (Parent) Board of Directors Conference Call  
November 16, 2022, at 3:30 PM  
Via Zoom

**PRESENT**

Melissa Gilreath, Secretary  
Dr. Sandy Robinson, Vice President (In Person)  
Ed Salek, Treasurer  
Walette Stanford (In Person)  
Fran Pepis (In Person)  
Stuart Gaines  
Brenda Ezell (In Person)  
Mike Jorgensen

**ABSENT**

Elizabeth Gunn, President-Exc

**STAFF PRESENT:**

Linda Levin, Chief Executive Officer of ElderSource  
Jessica Del Rio, Executive Administrative Assistant

**CALL TO ORDER:**

Vice President Dr. Sandy Robinson called the meeting to order at 3:42 PM

**ROLL CALL:**

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

**REVIEW OF MINUTES:**

Brenda Ezell moved to approve the minutes of September 21, 2022. Walette Stanford seconded the motion. The motion passed without opposition.

**CEO Report**

The written *Chief Executive Officer's Report* for November 2022 was made available to Board members in advance of their meeting through the Board portal. Questions concerning the report may be addressed to Ms. Linda Levin, Chief Executive Officer, by telephone at (904) 391-6610 or by email at [linda.levin@myeldersource.org](mailto:linda.levin@myeldersource.org).

Linda Levin, Chief Executive Officer, highlighted her CEO report and encouraged the Board to review the report. Linda highlighted the following:

- ElderSource, Inc
- ElderSource, the Area Agency on Aging and Aging and Disability Resource Center
- Medicaid Management Services, Inc. (MMS)
- ElderSource Institute
- Wise Owl Properties

Regarding ElderSource Inc., Linda expressed her excitement for this year “A Night with the Stars” event and thanked everyone for joining. She noted that there are several recognitions including the following:

- UNF Center on Aging Policy and Bethune Cookman University’s Gerontology Program for shaping the future of aging.
- iN2L, Uniper, Robotic Pets and T-CARE for innovations in aging
- 3 of our SHINE volunteers who are celebrating 10 years with the program.
- Our Veterans Directed Care team along with family caregivers of Veterans for the care and support given to Veterans particularly as part of National Family Caregiver Month and Veterans Day. This is a special award being given by Florida Blue Medicare.

Linda noted that the Strategic Planning Retreat was held on September 26 and there are Task Force meetings in the process of being scheduled.

Regarding ElderSource, the Area Agency on Aging and Aging and Disability Resource Center, Linda stated Staff helped the area agency on aging in Southwest Florida with hurricane recovery by delivering supplies donated by one of our providers and doing a gift card collection to send the cards to older adults impacted by the storm. Staff are also doing wellness checks to older adults on their waiting list.

She also noted that we have received several grants. We received \$10,000 from Florida Blue Foundation for our Caring Connections Program. The funds through his grant will provide training and development for the volunteers in the program so they could be more effective in their roles as well as provide recognition and appreciation for the difference they make. Funding will also be used to pay for companionship services/respite for caregivers.

We also received \$100,000 grant from Humana Foundation that will allow us to expand our Caregiver Support services available to seniors and family members at-risk. of caregiver burnout as measured through root-cause interviews, care plans, and referrals to supportive services. Funds from this project will also support the implementation of a diversity, equity, inclusion, and belonging program.

Linda also noted that we will be applying to the Aging and Disability Business Institute for their 2022-23 Health Equity Learning Collaborative.

Regarding Medicaid Management Services, Inc. (MMS), Linda stated that the Board is holding interviews for the Executive Director position. Staff continue to work with the Guidehouse consultants to build the infrastructure of the Network Lead Entity/Community Care Hub and the Community Integrated Health Network. One more year remains on the ACL grant. Another grant opportunity will become available in April.

Linda also noted that the Board and staff have been consulting with an attorney on some key documents.

Regarding ElderSource Institute Linda stated that the Foundations in Aging Certificate of Completion program, in partnership with the UNF Center for Aging Policy and Research has launched. Three providers were given the opportunity to each have a staff person go through the Certificate program at no cost. Several ElderSource staff have enrolled in the Certificate Program.

Regarding Wise Owl Properties, Linda stated that in-person staff meetings have resumed, and we have been open to meet with individuals who walk in or by appointment. Staff is working on reconfiguring of the space based on the new hybrid operations.

### **Committee Reports**

#### **Parent Finance Committee**

The Parent Finance report was differed until the next meeting.

### **Subsidiary Reports**

#### **ElderSource Institute**

Mike Jorgensen presented the ElderSource Institute report. He stated that the Foundations in Aging Certificate of Completion program is launched and is doing well, and he noted that we will have more marketing efforts going forward.

Note that courses could be taken at the individual's pace. To earn the Certificate, the individual completes 5 required courses and three electives. The complete certificate is \$520 (\$65/individual course), or the courses could be taken individually for \$75 each. Each course is an hour to an hour and a half.

#### **Medicaid Management Services, Inc. (MMS)**

Linda Levin presented the MMS report. She stated that interviews are completed, and we have two candidates that are very strong. We wanted to look into making one candidate the Executive Director and the other a VP of Operations. The VP of Operations would work with the Executive Director on the operational items like, IT, Trainings, and Quality Assurance. The Executive Director could go out and negotiate plan more freely.

The Board agreed to look into both positions if it is in the budget.

#### **AAA ElderSource**

Dr. Sandy Robinson presented the AAA ElderSource report. She stated that at the last meeting we looked at the benefits package. There were areas in the benefit package that as an organization we will help to support increases but look at the various programs and were very selective in our plans. We selected a bronze plan that includes an HSA account that could offset employee costs.

Wise Owl

Fran Pepis presented the Wise Owl Properties report. She stated that there are two back-office suites we are looking to rent out. We are preparing to get those suites ready to be rented. We are looking to have them ready by the second quarter of 2023.

ADJOURNMENT:

Having no further business, the meeting was adjourned at 3:55 PM.

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

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

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

*"Great difficulties may be surmounted by patience and perseverance." -Abigail Adams*

#### 2023 YEAR SO FAR

- **New Leadership at the AAA:** New CFO, two internal promotions in the finance department, filling two vacancies. The fiscal department is practically all new. All have great skills and knowledge, but are also learning in their new positions. We've seen a lot of this in the beginning of this year and this will continue. There have been some challenges, but they are working as a team to overcome them.
- **New Leadership at MMS:** There is a new Executive Director and a new Director of Operations at MMS. The Director of Operations was a move from the Business Development Manager at AAA which is being filled. The new MMS Leadership has jumped in on the work and has started building relationships with plans and with potential network providers.
- **Building:** We are close to being fully in the cloud. This has taken a lot of work and effort on the part of our IT staff, but will make things better for staff. This includes cleaning up of the network drives and the development and launch of an intranet site for staff. The building has also been getting prepped for vacating two suites. This has been slow going as staff have been occupied with other demands on their time.
- **New Grants:** We unexpectedly received \$600, 000 from Volunteer Florida for Hurricane Ian Recovery. Our new VP of Planning, Programs, Compliance and Inclusion at the AAA has been developing MOUs and policies and procedures. He is also working with providers and staff on the implementation of the Enhanced HCE program which has been challenging statewide.
- **Staffing:** As you heard earlier we have new staff and two vacancies we are filling in fiscal. We also just hired a new contract manager in Programs and have two positions open in the Veterans Directed Care program. One of our existing Person Centered Counselors in that program was promoted to Lead which leaves her old position open and we added another as the program continues to grow. There are still a couple of vacancies in the Aging and Disability Resource Center. Although turnover has slowed, staff are still relatively new, but are becoming more proficient.

## VISION

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

## MISSION

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

## INCLUSION

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



- Other Matters of Concern:
  - DOEA has changed their monitoring practices.
    - Annual monitoring
    - Monthly requests for documentation
  - DOEA has changed their contracting practices.
  - Added internal compliance position
- Strategic Planning: Work has started, but we are going slow and steady. We've started with the increasing recognition of the work of the different companies (e.g. Certificate of Completion for ElderSource Institute, services of ElderSource, naming and branding of MMS). We also started putting together the Housing Task Force which I hope to convene in April or May. The others (transportation and social enterprise) will come later.
- Succession Planning: We have a succession plan policy and procedure. I've asked HR to review it, see if it needs streamlining and help with implementing.

*"It's hard to beat a person who never gives up.." ~ Babe Ruth*

## 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



anchor  AGE

Age  Wise



MINUTES  
ElderSource, Inc. (Parent) Board of Directors  
Finance Committee Meeting  
February 24, 2023, at 12:00 PM  
Via Zoom

**PRESENT**

Melissa Gilreath  
Fran Pepis  
Ed Salek

**ABSENT**

Stuart Gaines-Exc

**STAFF PRESENT:**

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

**CALL TO ORDER:**

Fran Pepis, chair called the meeting to order at 12:05 PM

**ROLL CALL:**

Abrianna Schmidt, Administrative Assistant, called the roll. A quorum was present.

**REVIEW OF MINUTES**

Ed Salek moved to approve the minutes from the January 12, 2023, Committee meeting.  
Melissa Gilreath seconded the motion. The motion passed without opposition.

**REVIEW OF FINANCIALS**

**December 2022**

Trina Nullet CFO, presented the preliminary financials for the date-ending December 31, 2022.

She stated that in total operating revenue we budgeted \$163,445 and we have \$260,370.77 total. The personnel cost are under budget at \$96,804.

We have a YTD net total of \$124,681.77

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

**Motion:**

Melissa Gilreath moved to approve the preliminary financials ends December 31, 2022.  
Ed Salek seconded the motion. The motion passed without opposition.

**New Business:**

Fran Pepis noted that the two back office suites will go out for leasing soon. This will bring in additional income. The Department of Elder Affairs is interested in renting one of those two spaces for lease.

It was noted that Trina will work on budget for the Parent and the subsidiary's to present to the Committee and Board.

**ADJOURNMENT:**

Having no further business, the meeting was adjourned at 10:30 AM.  
Jessica Del Rio, Executive Expediter, prepared the minutes.

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

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



**PARENT**  
Budget vs. Actual Monthly  
For the Month Ending December 31, 2021 (Preliminary)

DESCRIPTION	BUDGET	ACTUAL	JE PENDING	Encumber	BALANCE	PROJECTED Actual YTD	IDEAL RATE 100%
<b><u>Operating Revenue</u></b>							
Parent Income	\$126,945.00	\$202,745.77			(\$75,800.77)	\$202,745.77	160%
Fundraising	\$30,000.00	\$34,345.00			(\$4,345.00)	\$34,345.00	114%
Board Contributions	\$6,500.00	\$23,280.00			(\$16,780.00)	\$23,280.00	0%
<b>Total Operating Revenue</b>	<b>\$163,445.00</b>	<b>\$260,370.77</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$96,925.77)</b>	<b>\$260,370.77</b>	<b>#DIV/0!</b>
<b>Revenue Total</b>	<b>\$163,445.00</b>	<b>\$260,370.77</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>(\$96,925.77)</b>	<b>\$260,370.77</b>	<b>#DIV/0!</b>
<b><u>Operating Expense</u></b>							
<b><u>PERSONNEL</u></b>							
Salaries	\$91,803.00	\$73,467.00			\$18,336.00	\$73,467.00	80%
Employee Benefits	\$17,607.00	\$17,051.00			\$556.00	\$17,051.00	97%
Payroll Taxes	\$7,869.00	\$5,752.00			\$2,117.00	\$5,752.00	73%
Payroll Fees	\$557.00	\$534.00			\$23.00	\$534.00	96%
<b>TOTAL PERSONNEL COSTS</b>	<b>\$117,836.00</b>	<b>\$96,804.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$21,032.00</b>	<b>\$96,804.00</b>	<b>82%</b>
<b><u>OPERATIONS</u></b>							
Audit Fees	\$2,300.00	\$2,200.00			\$100.00	\$2,200.00	96%
Taxes & Licenses	\$61.25	\$75.00			(\$13.75)	\$75.00	122%
Consulting & Professional Fees	\$20,000.00	\$17,607.90			\$2,392.10	\$17,607.90	88%
Travel	\$200.00	\$293.00			(\$93.00)	\$293.00	147%
Supplies	\$500.00	\$82.00			\$418.00	\$82.00	16%
Postage & Shipping	\$50.00	\$5.00			\$45.00	\$5.00	10%
Annual Report	\$70.00	\$61.00			\$9.00	\$61.00	87%
Staff Training	\$1,800.00	\$1,770.00			\$30.00	\$1,770.00	98%
Night With Stars	\$20,000.00	\$16,716.10			\$3,283.90	\$16,716.10	84%
Taxes & Licenses	\$100.00	\$75.00			\$25.00	\$75.00	75%
<b>TOTAL OPERATIONS</b>	<b>\$45,081.25</b>	<b>\$38,885.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$6,196.25</b>	<b>\$38,885.00</b>	<b>86%</b>
<b>Total Operating Exp</b>	<b>\$162,917.25</b>	<b>\$135,689.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$27,228.25</b>	<b>\$135,689.00</b>	<b>83%</b>
<b>NET SURPLUS/DEFICIT</b>	<b>\$527.75</b>	<b>\$124,681.77</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$124,154.02</b>	<b>\$124,681.77</b>	
<b>YTD Intercompany Transfers</b>							
<b>YTD Net Total</b>		<b>\$124,681.77</b>					

**Medicaid Management Services, Inc. (MMS)**  
**10688 Old St. Augustine Rd.**  
**January 19<sup>th</sup>, 2023, at 12:00 PM**

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**Present**

Stu Gaines, President  
Samantha Prokop, Vice President  
Linda Simmons  
Hanadi Hamadi  
Monica Stynchula

**Absent**

Ross Berry

**Staff Present**

Linda Levin, CEO of ElderSource  
Trina Nullet, Chief Financial Officer  
Veronica Catoe, Incoming Executive Director

**Meeting Called to Order**

The meeting was called to order at 12:01 PM by Stuart Gaines.

**Approval of Minutes**

Monica Stynchula moved to approve the December 2022 minutes as presented. Linda Simmons seconded the motion. The motion passed without opposition.

**Financial Report**

Trina Nullet highlighted the financial updates to the board as follows:

- **Operating Revenue**

The income actuals are at \$146,705, representing 2,257 case files that have been reviewed. We get paid \$65 per case file and \$25 of that goes to the reviewer.

- **NLE Grant**

We have \$82,157.52 encumbered from USAging. We also have a carryover of \$85,000 from the previous grant.

- **Operations**

We have billed \$60,850 to subcontractors for their work on files. Our actual YTD net total is \$98,169.

- **Salary**

We are currently behind budget for salaries but this will go up in February when Veronica Catoe starts as Executive Director.

For clarification, Linda Levin stated that we are in the second year of the ACL grant. It should be spent by the end of this contract year (end of September). We have another grant opportunity in the Spring.

*Motion:* Hana Hamadi moved to approve the November 2022 financials as presented. Linda Simmons seconded the motion. The motion passed without opposition.

### **2023 Budget**

Trina Nullet stated the 2023 budget is still in preparation.

### **Approval of Amended & Restated Bylaws**

Stu Gaines presented the amended and restated bylaws to the board.

It is stated that we are a non-profit organization with tight controls. The bylaws are needed since we are now making a profit and should have been filed as a 501c3.

Linda Levin mentioned the changes related to the dissolution that was made by the attorney regarding language. She stated it was not clear enough to be submitted to the IRS. There was also language regarding conflict of interest that needed to be strengthened. In making these changes, the attorney cleaned up some other language.

Sam Prokop suggested that we change the effective date to the start of the company rather than the January 2023 date. Linda Levin will be checking with our CPA and attorney to verify if we would be able to change the effective date retroactively.

*Motion:* Sam Prokop moved to approve the amended and restated bylaws subject to the possible change of date based on the recommendation of the CPA and attorney. Monica Stynchula seconded the motion. The motion passed without opposition.

### **Staffing Update**

Stu Gaines updated the board on staff changes. Veronica Catoe will be starting on February 1<sup>st</sup> as Executive Director. Kyle Sanchez will be starting on March 1<sup>st</sup> as Vice President of Operations.

### **Board Recruitment**

Stu Gaines mentioned a new candidate for board approval, Elizabeth Gunn. She has been on the Area Agency on Aging for at least 8 years and is currently ElderSource Board Chair.

*Motion:* Sam Prokop moved to approve Elizabeth Gunn as a member of the MMS Board. Linda Simmons seconded the motion. The board approved Elizabeth Gunn as a new member of the board.

Stu also mentioned he has contacted another individual about joining the board and is waiting to hear back. Suggestions for candidates are welcome. We are looking for candidates with a background in the insurance industry. The board can obtain a maximum of 15 members.

### **Board Officer Recruitment**

Stu Gaines and the board put together a new slate of officers to be approved at the next meeting. The following is the slate of officers:

- President- Ross Berry
- Vice President- Monica Stynchula
- Treasurer- Linda Simmons
- Secretary- Hana Hamadi

### **Open Discussion**

Linda Levin mentioned the learning collaborative created by USAging for selected Area Agencies on Aging. It is designed to learn more about Diversity, Equity, and Inclusion (DEI) as it relates to the provider network.

The final draft of the Strategic Planning is getting finished and is to be approved. It will then be sent out to the subsidiaries. Members of any of the boards are invited to participate in the Parent's Strategic Planning Committee.

### **Adjournment**

The meeting was adjourned at 12:27 PM by Stuart Gaines.

Minutes prepared by Abrianna (Bri) Schmidt, Administrative Assistant.

**Medicaid Management Services, Inc. (MMS)**  
**10688 Old St. Augustine Rd.**  
**February 16<sup>th</sup>, 2023, at 12:00 PM**

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**Present**

Samantha Prokop, Vice President  
Linda Simmons  
Hanadi Hamadi  
Monica Stynchula  
Ross Berry  
Elizabeth Gunn

**Absent**

Stu Gaines, President

**Staff Present**

Linda Levin, CEO of ElderSource  
Trina Nullet, Chief Financial Officer  
Veronica Catoe, Executive Director

**Meeting Called to Order**

The meeting was called to order at 12:02 PM by Ross Berry.

**Approval of Minutes**

Monica Stynchula moved to approve the January 2023 minutes as presented. Hana Hamadi seconded the motion. The motion passed without opposition.

**Financial Report**

Trina Nullet highlighted the December 2022 financial updates to the board as follows:

- **Operating Revenue:**

We are \$47,000 over budget. We have had \$164,255 of income from the review of medical records. 2,700 files have been reviewed. We charge \$65 a file and pay out \$25 per file to reviewers.

- **Operating Expenses:**

Salaries and benefits are under budget by \$126,000. Our YTD salary is \$19,728 under budget.

- **Operations:**

Subcontractors received \$67,600 from the 2,700 files we reviewed. There were some travel expenses from the F4A conference by the former Executive Director, some office and printing supplies needed, and audit fees. Trina noted that MMS has a separate 990.

Our net surplus is currently at \$105,336.

*Motion:* Linda Simmons moved to approve the financials as presented. Monica Stynchula seconded the motion. The motion passed without opposition.

### **2023 Budget**

Trina Nullet presented the 2023 budget to the board.

Trina mentioned a large part of the budget is salaries, with the Executive Director position (started February 1<sup>st</sup>) and the Director of Operations position (starting March 1<sup>st</sup>) as well as the Administrative Assistant salary.

There is money budgeted for consulting fees if needed. It is expected that we will be doing software as well as marketing and outreach.

\$22,922 put as an indirect cost portion of the administrative team for ElderSource overall and a cushion for other expenses that may be needed throughout the year.

There is a year 2 of the NLE Grant which is \$209,407  
The operating margin is at \$49,718.17

*Motion:* Linda Simmons moved to approve the 2023 budget as presented. Sam Prokop seconded the motion. The motion passed without opposition.

### **Board Officer Recruitment**

Stu Gaines and the board put together a new slate of officers to be approved. The following is the slate of officers:

- President- Ross Berry
- Vice President- Monica Stynchula
- Treasurer- Linda Simmons
- Secretary- Hana Hamadi

*Motion:* Sam Prokop moved to approve the slate of officers as presented. Linda Simmons seconded the motion. The motion passed without opposition.

### **Executive Director's Report**

Veronica Catoe highlighted the following items in her report:

- Board Items:
  - Veronica mentioned the two policies that will soon be in effect.



- **Policy #5 Board Self Evaluation-** this assessment will be conducted this year for each member.
  - **Policy #11 Board Member Recruitment-** a statement of understanding document has been updated and will be sent for signatures.
- Staffing:
  - Kyle Sanchez will begin his position as Director of Operations on March 1<sup>st</sup>.
- Strategic Plan:
  - We will be developing a new name from Medicaid Management Services, Inc. to encompass more of what we do and who we are as part of re-branding.
  - An RFP draft should be finalized by next week. The whole process should be concluded by the end of May. Once proposals are back there may be another meeting with the board to review them before the April meeting.
- Partnerships:
  - Plans:
    - Sunshine
      - We have executed a business associate agreement with Sunshine.
      - The next step will be to move forward with a contract to implement services in regions PSA 3 and 4.
      - They have reached out regarding our interest in caregiver support (T-Care) for children 18 and younger. This will be in consideration if this is within our mission.
    - Molina
      - We have an NDA on file and Veronica will be following up with their director.
    - Humana
      - Veronica will be meeting with their Director of Government Affairs in the next week.
    - Veronica has reached out to Simply and Aetna to set up meetings.
- Providers:
  - Veronica will be meeting with the CEO of PSA 3 (Gainesville) on 2/23.
  - We currently have 3 outstanding NDAs with PSAs and will be reaching out to them personally.
  - Veronica has met with 3 of the 4 Advisory Committee Members in person.
- Software:
  - There has been a second meeting with CCS Pathways for an overview of the service – the most robust platform; There will be another demo with them next week.
  - We are working on getting an RFP out by the end of March.

- **Presentation Opportunities:**
  - Northeast Florida AHEC has invited ElderSource to do a co-presentation during their March meeting.
  - Center for Independent Living has invited Veronica to speak in their May meeting to re-introduce them.
  - Presentation invitation to speak with the Florida AAA Directors in June.
  - Presentation that Kyle Sanchez submitted in collaboration with Centene in August.
- **Project Opportunities:**
  - Kyle has applied to Kellogg School of Management. They are looking to provide teams to businesses to help on a project. The project we provided is to help extend the work that Guidehouse has done for us regarding pricing models. If selected this will run from April-May.
  - We will be accepting UNF interns for the summer semester (May 15<sup>th</sup>- July 28<sup>th</sup>).

### **Open Discussion**

As we develop we will have a board orientation for members.

### **Adjournment**

The meeting was adjourned at 12:47 PM by Ross Berry.

Minutes prepared by Abrianna (Bri) Schmidt, Administrative Assistant.

## **MINUTES**

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

### **PRESENT:**

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

### **ABSENT:**

Brenda Ezell-Exc  
Daryl Banks

### **STAFF PRESENT:**

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

### **CALL TO ORDER:**

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

### **ROLL CALL:**

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

### **APPROVAL OF MINUTES:**

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

### **MISSION MOMENTS**

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

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

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

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

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

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

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

Linda Levin, Chief Executive Officer, highlighted her CEO report and encouraged the Board to review the full report. Linda highlighted the following:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **Motion:**

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

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

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

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

and encourage the Board to review the full programs report.

**ADVISORY COUNCIL REPORT:**

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

**EXECUTIVE SESSION:**

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

**OTHER BUSINESS**

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

**ADJOURNMENT:**

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

**NEXT MEETING:**

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

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

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

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



**ElderSource Institute (EI) Board Meeting**  
**10688 Old St. Augustine Rd.**  
**January 27, 2023, at 12:00 PM**  
**Via Zoom**

**Present**

Alan Frasier-Treasurer  
Dr. Ashely Jennings-Vice President  
Dr. Bill Ternent-Secretary  
Stuart Gaines- Past President

**Absent**

Mike Jorgensen- President

**Staff Present**

Linda Levin, Chief Executive Officer  
Trina Nullet, Chief Financial Officer  
Andrea Spencer, VP of Communications  
Jessica Del Rio, Executive Expeditor

**Meeting Called to Order**

The meeting was called to order at 12:07 PM by Dr. Ashely Jennings

**2023 Budget Review**

Trina Nullet presented the 2023 budget for ElderSource Institute. She stated that we have a beginning balance of \$68,646.24 and we are looking to net \$6,000 in revenue from the training certificate program. The total operating expenses are \$19,000 which includes office equipment, outreach & marketing, and consulting & professional fees.

Outreach and marketing funds will be used to market the Foundation to Aging Certificate of Completion with UNF.

Trina noted that our net operating margin is at \$55,646.24 for the year.

Alan requested that we think about ways to invest our funds. Alan, Stuart, and Trina will have a meeting to discuss investment of funds.

**Motion:**

Stuart Gaines moved to approve the 2023 budget as presented. Alan Frasier seconded the motion. The motion passed without opposition.

**“Age Your Way” Trademark**

Linda Levin stated that when we first started the company, we created the trademark and it was coming to be renewed at the beginning of March. Currently we are aware of one other company using the trademark. The efforts to monitor the trademark are costly.



If someone else was to trademark we would not lose value in not having the trademark.

Motion:

Alan Frasier moved to approve to allow the existing trademark to lapse. Stuart Gaines seconded the motion. The motion passed without opposition.

***Meeting Adjourned at 12:48 PM.***

***Minutes prepared by Jessica Del Rio, Executive Administrative Assistant.***