

**ELDERSOURCE BOARD OF DIRECTORS MEETING**  
**Wednesday, March 20, 2024 at 12:00 P.M.**  
**Via Zoom**

**AGENDA**

1. Call to Order & Introductions Dr. Sandy Robinson, President
2. Roll Call
3. Consent Agenda
  - Minutes (January 20, 2024)
  - Committee Reports
  - Motions
4. President's Report Dr. Sandy Robinson, President
5. Chief Executive Officer's Report Linda Levin, Chief Executive Officer
6. Provider Presentation Terri Barton, Aging True
7. Program Presentation Abigail Costley, Caregiver Support Services
8. Strategic Direction Discussion
9. Next Meeting May 15, 2024
10. Adjourn AAA Board Meeting  
Location: ElderSource Training Room  
10688 Old St Augustine Rd  
Jacksonville, FL 32257

## PROPOSED MOTIONS

### **Governance, Personnel, Bylaws Committee:**

#### *Governance:*

The Governance, Personnel, Bylaws Committee recommends the approval of the applications for Todd Graham and Courtney Connor.

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

The Programs and Planning Committee recommends to acceptance of the final ARPA allocations to the providers as presented.

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.



### BOARD OF DIRECTORS APPLICATION

#### I. Your Contact Information:

Name: Courtney Lee Connor

Home Phone: 413-446-8161 Business Phone: 413-446-8161

Home Address: 11091 Blue Roan Court, Jacksonville, Florida 32257

Business Address: 800 Prudential Drive, Jacksonville, Florida 32202

Occupation: Healthcare and Emergency Management Email: Courtney.Connor@bmcjax.com

#### II. Your Background (Please attach a resume)

What is your area of expertise either through work or education?

Accounting  Investment  Finance   
Marketing  Website Development  Fundraising  IT/MIS   
Planning  Business Development  Law (specify type): Insurance Defense  
Other: Emergency Response Planning

What sector would you say you represent?

Health Care  Business  Government  Higher Education   
Faithbased Organization  Disabilities   
Other: \_\_\_\_\_

Please list other community boards and committees you currently serve on, and years of involvement:

President, Clay County Bar Association; 4 years

President, First Coast Disaster Council; 1 month

List other aging agencies and or other community activities in which you have been involved:

American Heart Association and the United Way, through my employment at Baptist Health.

List three references:

Name	Phone Number
Debbie Martinez	305-984-5121
Diann Jacobs	904-202-1576
Brandy Sapp	904-627-1904

**III. Your Ability to Serve:**

- I am able to regularly attend bi-monthly Board meetings.  Yes  No  
I am able to serve on Committees in addition to Board meetings.  Yes  No  
I am be able to commit to additional time for training and retreats.  Yes  No  
I understand I am expected to make a financial commitment meaningful to me.  Yes  No

**IV. Your Views on our Organization (use reverse side for additional comments):**

What is your interest in the Northeast Florida Area Agency on Aging d/b/a ElderSource?

I want to continue to help and be a voice to those who are not able to help themselves.

Please write a brief statement of your understanding of the mission of the organization:

I understand the mission of ElderSource is to provide resources, connectivity, hope, and compassion to a population that is underserved for the purpose of helping these individuals maintain their independence and dignity.

Signature: Courtney Connor

Date: 2/10/2023

Please attach a resume.



**BOARD OF DIRECTORS APPLICATION**

**I. Your Contact Information:**

Name: Todd Graham

Home Phone: 201-538-8510 Business Phone: 201-538-8510

Home Address: 13011 Nandina Lane Jacksonville FL 32246

Business Address: \_\_\_\_\_

Occupation: Consultant Email: toddgraham@comegpartners.com

**II. Your Background (Please attach a resume)**

What is your area of expertise either through work or education?

- |            |                                     |                      |                          |                     |                          |        |                          |
|------------|-------------------------------------|----------------------|--------------------------|---------------------|--------------------------|--------|--------------------------|
| Accounting | <input type="checkbox"/>            | Investment           | <input type="checkbox"/> | Finance             | <input type="checkbox"/> |        |                          |
| Marketing  | <input checked="" type="checkbox"/> | Website Development  | <input type="checkbox"/> | Fundraising         | <input type="checkbox"/> | IT/MIS | <input type="checkbox"/> |
| Planning   | <input type="checkbox"/>            | Business Development | <input type="checkbox"/> | Law (specify type): | _____                    |        |                          |

Other: Patient education and healthcare communications

What sector would you say you represent?

- |                         |                                     |              |                          |            |                          |                  |                          |
|-------------------------|-------------------------------------|--------------|--------------------------|------------|--------------------------|------------------|--------------------------|
| Health Care             | <input checked="" type="checkbox"/> | Business     | <input type="checkbox"/> | Government | <input type="checkbox"/> | Higher Education | <input type="checkbox"/> |
| Faithbased Organization | <input type="checkbox"/>            | Disabilities | <input type="checkbox"/> |            |                          |                  |                          |

Other: \_\_\_\_\_

Please list other community boards and committees you currently serve on, and years of involvement:

None currently here in Jacksonville, Moved here one year ago

List other aging agencies and or other community activities in which you have been involved:

In Jacksonville-Sleep in Heavenly Peace

In New Jersey--25 years service in Wyckoff Volunteer Fire Department.

6 years served as elected member of the Wyckoff (NJ) Board of Education.

List three references:

Name	Phone Number
Angela Lunde	507-272-1545
Mark Wall	404-276-0335
Roger Bean	859-229-0805

**III. Your Ability to Serve:**

- I am able to regularly attend bi-monthly Board meetings.  Yes  No
- I am able to serve on Committees in addition to Board meetings.  Yes  No
- I am be able to commit to additional time for training and retreats.  Yes  No
- I understand I am expected to make a financial commitment meaningful to me.  Yes  No

**IV. Your Views on our Organization (use reverse side for additional comments):**

What is your interest in the Northeast Florida Area Agency on Aging d/b/a ElderSource?

My interest is in serving the needs of the older community which includes those in need, their families and caregivers. I want to help the aging population live fuller lives as independently as possible while assuring that they have the services necessary to be safe, well taken care of and with live the utmost dignity.

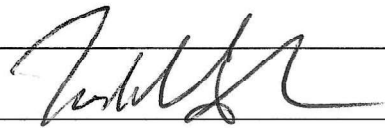
Please write a brief statement of your understanding of the mission of the organization:

My understanding of the mission is that it to serve the needs of the older population to enable them to live fuller richer, and safe independent lives at home and in their community with the utmost dignity and respect.

In order to do this, the organization needs to:

- clearly identify needs of the target population and the caregiving community
- develop strong strategic and operational plans based on the best available data and knowledge of the population served.
- continually identify and partern with organizations to support mission
- be proactive and protectve of all funds recieved
- be repectful of all partners

Signature: \_\_\_\_\_



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

1/22/2024

Please attach a resume.

## Program and Planning Report

### ***Contract Management:***

Contracts: OAA (Older Americans Act) 2024 contracts were executed with all providers, and spending is planned to continue services to current clients and create financial opportunities for providers to add new clients. One goal of the Programs this year is to significantly *decrease* the number of people on the OAA waitlist in each of the services. Contract Specialists are working on getting the final ARP (American Rescue Plan) contract amendments executed. The contract amendments are part of an ARP Spend Down and Transition Plan which ElderSource developed with the providers to make sure that there was a solid plan to make sure that all ARP funding would be spent and clients transitioned to other programs (if needed) prior to the end of the ARP contract which is 9/30/24. Contract Specialists are working with the providers to sustain a positive spending trend that includes both OAA and ARP dollars to mitigate any potential impact on services once the ARP contract expires. This is a federal program and there is no plan to continue this program after the contract expires on 9/30/24.

#### Final ARP Allocations to Providers

	Final \$ Allocation	\$ Increase
<b>Aging True</b>	\$1,297,044.71	\$352,467.73
<b>Baker</b>	204,766.91	140,000.00
<b>Clay</b>	594,145.53	246,801.83
<b>Flagler</b>	248,759.01	120,000.00
<b>Nassau</b>	530,865.95	306,582.87
<b>St. Johns</b>	421,317.64	0
<b>Volusia</b>	1,466,222.86	100,000.00
<b>JALA</b>	128,483.15	51,586.91
<b>CLSMF</b>	96,102.93	51,586.91
<b>AHEC</b>	195,588.00	129,434.12

**Elder Source  
AAA Board Meeting  
Wednesday, January 17, 2024, at 4:00 P.M.  
500 S Legacy Trail, St. Augustine, FL 32092  
(World Golf Village Renaissance St. Augustine)**

**Present**

Dr. Sandy L. Robinson  
Juliet Williams  
Grady Williams  
Walette Stanford  
Cynthia Griffin  
Melissa Gilreath  
Viv Dietrich  
Alex Moore  
Barbara Greene  
Cheryl Jefferson-Council Chair

**Absent**

Amanda Smith  
Shelley Hirsch

**Staff**

Linda Levins – CEO  
James Lee – CFO  
Tameka G Holly- COO  
Andrea Spencer- VP of Communications  
Jessica DelRio – Executive Expeditor

**Guests**

**Meeting Called to Order**

The meeting was called to order by Dr. Sandy Robinson at 4:03pm.

**Approval of Minutes**

The Board reviewed the minutes of the AAA Board of Directors meetings on 11/15/2023 and 12/12/2023. Grady Williams moved to approve the minutes of the two meetings. Walette Stanford seconded the motion. The motion was approved without opposition.

**Consent Agenda Discussion**

The Board had a discussion on consent agendas. After discussion the Board agreed to continue future meetings using the consent agenda format.

**Presidents Report**

President Dr. Sandy Robinson presented the Presidents report. She stated that we are looking forward to our 50<sup>th</sup> anniversary celebration this year. She encouraged the Board to stay engaged throughout the year.

**CEO Report**

The written *Chief Executive Officer's Report* for January 2024 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:

- Operational Priorities
- Sharing and Caring Closet
- Disaster Recovery
- USAging Grant for Vaccines
- Advocacy
- DOEA Monitoring Report/Response
- Mission Moments

Linda spoke regarding the DOEA Monitoring Report and the draft response that was provided to Board members prior to the meeting. The Board reviewed the monitoring report, draft response and corrective action plan. After discussion, the Board had no further questions. There was consensus to send the response and corrective action plan as presented.

## **Committee Reports**

### ***Finance Committee***

James Lee, CFO presented the Finance Committee Report. He stated since the budget was approved in November and staff is closing out 2023, Financials will be presented at the May board meeting.

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

Vice President, Walette Stanford presented the Programs and Planning Committee Report. Walette explained the request by the VA Medical Center to have ElderSource provide services in 12 counties in southern Georgia. After discussion on the expansion the Board had no further questions.

**Motion:** The Programs and Planning Committee recommends the proposed expansion into the 12 additional counties in South Georgia. The motion was approved by acclamation.

Walette reported that the Planning and Programs Department is fully staffed with the recent hiring of two new contract managers.

The Committee also reviewed the presented updated Area Plan with no changes.

### ***Governance, Personnel, Bylaws Committee***

Viv Dietrich presented the Governance, Personnel, Bylaws Committee report.

Viv presented the member application for Rev. Adam Anderson.

Motion: The Governance Committee recommends approval of the application for Adam Anderson's Board membership. The motion was approved by acclamation.

Viv reported that Ed Salek, Treasurer resigned from the Board. The Committee reviewed current Board members with experience in finance or accounting and is recommending Shelley Hirsch.

Motion: Grady Williams moved to approve Shelley Hirsch as treasurer to finish out Ed Salek's term. Viv Dietrich Seconded the motion. The motion was approved by acclamation.

Viv reported that the Committee reviewed terms of current members. Brenda Ezell completed her second term and expressed interest in continuing for a third term.

Motion: The Governance Committee recommends approval of the third term for Brenda Ezell. The motion was approved by acclamation.

### **Advisory Council Report**

Cheryl Jefferson presented the Advisory Council report. Cheryl explained the Advisory Council is working on member recruitment, particularly in Baker County.

The Advisory Council members are planning being more active in outreach opportunities. ElderSource t-shirts and name tags are being provided to the members.

### **CEO Appraisal**

The Board went into Executive Session to review and discuss the annual Performance Appraisal of CEO, Linda Levin. The Board noted that overall, Linda rated herself a lower than the Board rated her.

Board members discussed the importance of succession planning for CEO and for all upper management positions.

The Board would like to see the following items for the year:

- Internal compliance reviews/audits
- More funds raised
- Technology improvements and utilization
- Departmental dashboards

After review of Linda's performance and the budget, the Board agreed that a 4% raise would be appropriate for Linda.

*Motion:*

Grady Williams moved to approve a 4% raise in the CEO salary for 2024. Walette Stanford seconded the motion. The motion passed without opposition.

**Adjournment**

With no further business, the meeting was adjourned at 4:57 PM

*Minutes prepared by Jessica Del Rio, Executive Expediter.*



## CEO Report March 2024

*“Keep moving forward, opening new doors and doing new things...Your curiosity will lead you down the path of success.” -Walt Disney*

### ADVOCACY

#### State Funded Programs

The Florida Legislature has concluded its work on the budget for State Fiscal Year 2024-2025 by increasing Florida’s flagship General Revenue-funded program serving seniors by \$17 million in recurring funding. In addition, the Budget Conference Committee also agreed to budget conforming bill language that allows Area Agencies on Aging and Service Providers to carry forward up to ten percent of unexpended Community Care for the Elderly funds each year allowing more seniors to be served. Major increases to the following programs were agreed to by the budget conference committee:

- Community Care for the Elderly: **\$6 million**
- Home Care for the Elderly: **\$5 million**
- Alzheimer’s Respite Care: **\$6 million**

**Total: \$17 million INCREASE in RECURRING General Revenue**

Unfortunately, our Local Service Program funding for home delivered meals was not awarded this year. This funding has been non-recurring which means we have to advocate with our sponsoring legislators each year for the funding. The funding was originally in the budget until the very end and was then removed. We are not sure why that happened. We will try to get the funding back next year.

#### Federal Older Americans Act

Regulations: The Administration for Community Living promulgated updated regulations for the Older Americans Act. The updated regulations provided flexibility in some of the services such as allowing the continuance of “grab and go” meals that providers started during COVID when senior centers and meal sites closed, provided regulations for programs that started since the last regulations were promulgated such as the National Family Caregiver Support Program and provided clarification around allowing commercial contracting between Area Agencies on Aging and health plans. The Administration for Community Living will be holding webinars to provide more information regarding the regulations and offering technical assistance to State Units on Aging for implementation.

Reauthorization: Area Agencies on Aging and USAging, the national association for area agencies on aging, are advocating with members of Congress as it relates to the

## 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.



re-authorization of the Act. Policies priorities include providing more flexibility in the act such as in the nutrition program and more support for caregivers. I was able to meet with the legislative aides for Congressman Bean and Congressman Rutherford while I was in DC for the USAging Policy Briefing to discuss the reauthorization as well as some of our local issues such as safe and affordable housing for older adults.

## GRANTS

We received another grant from the National Council on Aging to continue our work as a Benefits Enrollment Center. The grant is for \$125,000 for 19 months.

Staff submitted a grant to Sunshine Health Community Connections for \$10,000 for housing assistance that will enable older adults to live safely and independently in their homes and keep them from becoming homeless. In 2023, the Senior to Senior program provided assistance to 199 individuals aged 60 years or older in the Northeast Florida region (Baker, Clay, Duval, Flagler, Nassau, St. Johns, and Volusia counties). Out of the older adults served in 2023, 48% were provided financial assistance with rent and/or deposits, 27% were granted assistance with utility costs, and 14% were assisted by the program providing the client with needed furniture, assistive devices, or appliances.

Staff will be submitting by the end of the month an application for another year of funding from the Baldwin Family Foundation through the United Way of Northeast Florida for \$100,000 for home delivered meals for seniors on the waiting list in Clay, Duval, Nassau and Baker Counties.

Staff submitted a grant to Humana Foundation for \$802,934 over three years to address depression and loneliness experienced by family caregivers. If funded, the grant will provide caregivers with in-home respite services and resources as well as a virtual exercise program that will help with social connectivity and mental well-being. If funded, we will be working with the University of North Florida Center for Aging Research to conduct an evaluation.

## Seniors Farmers Market

The Seniors Farmers Market Nutrition Program (SFMNP) is designed to provide low-income seniors with access to locally grown fruits, vegetables, honey and herbs. The Department of Elder Affairs, who has the grant reached out to us to see if we would partner with them to provide this in Duval and Nassau Counties. The Bundle Program is implemented in coordination with DOEA, an authorized farmer, and our agency. The distribution takes place in November. Each eligible older adult who registers will be issued a box of produce with a value of either \$20 or \$40 depending on what was agreed upon with the farmer. Board and Advisory Council members will be invited to help on the day of the distribution.

## Partnership Building

*Jacksonville Humane Society:* ElderSource and the Jacksonville Humane Society are partnering to help older adults with pets needing assistance. This includes but is not limited to connecting the Humane Society to aging service providers to coordinate support for their clients with pets, coordinating targeted outreaches such as vaccine clinics, coordinating with Humane Society on receiving pet food to provide to our Sharing and Caring Closet recipients who have pets, and planning joint donation drives.

## 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



*Listening Library, Division of Blind Services:* The Florida Braille and Talking Book Library, a Bureau of the Division of Blind Services, is dedicated to helping Floridians who are unable to use standard print as the result of visual, physical or reading disabilities. ElderSource and the Florida Braille and Talking Book Library are partnering to help older adults have access to materials and technologies enabling them to read, reducing their isolation. The partnership includes, but is not limited, to connecting to resources, cross training and in-services, joint outreaches and disseminating each other's materials.

*Here Tomorrow:* Here Tomorrow is a nonprofit organization dedicated to transforming lives by building a community where mental healthcare is acceptable and accessible. Here Tomorrow - a nonprofit organization dedicated to transforming lives by building a community where mental healthcare is acceptable and accessible. ElderSource and Here Tomorrow are partnering to help older adults in need of mental health services. The partnership includes, but is not limited, to cross training, adding Here Tomorrow to our resource database and bidders list, providing Here Tomorrow staff with Age Sensitivity Training and Here Tomorrow providing ElderSource staff with suicide prevention training, disseminating each other's materials.

*Hospitals:* I have started scheduling meetings with hospitals with meetings set up with Mayo Clinic and Brooks Rehab in March. We will continue to schedule meetings with hospitals and health plans to educate them on our role and responsibilities and to explore potential for partnerships.

### **LEADERSHIP DEVELOPMENT BUSINESS GROUP**

The first Leadership Development Business Group is launching this month with eight staff in the first cohort. Congratulations to:

- Haley Wigley, Veterans Directed Care Program Manager
- Janet Dickinson, Planning and Compliance Manager
- Sherrie Bryant, Senior Crisis Management Counselor
- Abigail Costley, Direct Services Program Manager
- Carrie Petesch, SHINE Advocate
- Jennifer Martinez, Veterans Directed Care Person Centered Counselor
- Veronica Matthews, Benefits Enrollment Center Counselor
- Collette Williams, Lead Customer Service Specialist

After the initial meeting in March, the group will formally meet every other month starting in April for about 1.5 hours. In addition to formal training, there will be assignments and activities that will require the participation of their supervisor to help them grow in their current and future positions. This will be over the course of a year to be followed by another cohort.

### **SHARING AND CARING CLOSET**

We launched the Sharing and Caring Closet in January to be able to provide consumable medical supplies to older adults and caregivers in need. Our storage spaces in the building are overflowing to the point where we needed a separate storage space. Lowes and their partnering vendor, Backyard Products donated a shed for our supplies.



## Linda Levin

---

**From:** kathy.digiulio@gmail.com  
**Sent:** Thursday, January 25, 2024 8:23 AM  
**To:** Linda Levin  
**Subject:** RECOGNITION - Outstanding Customer Service

**Importance:** High

You don't often get email from kathy.digiulio@gmail.com. [Learn why this is important](#)

Dear Linda,

My mom is 94 with advanced Alzheimer's and my dad is 86 with his own medical issues and live in Deltona Florida, meanwhile, I live 1300 miles away in upstate New York.

**Davette** and her team, **Collette, Anita, Mackayla** and **Maria** have exquisite customer service skills and are extremely knowledgeable in **ALL** Elder Source, Policies, Process and Procedures. I have personally received excellent care, consideration and compassion from all of them! I would like to thank all of them for giving me the sense of personally caring for me and my mom and dad. It is very apparent to me that they not only love what they do but are genuinely concerned for the elderly. I thank them all for making a difference in my life and their effort to be part of making a difference in my parents lives.

It has been a sheer joy and pleasure to work with individuals of this caliber during this difficult time for me and my aging parents that are 1300 miles away. Do know they are all a definite asset to Elder Source. Each one of them are responsible for turning previous feelings of helplessness in being able to look out for and take care of them the way they took care of me into **HOPE** and assurance that I can achieve help.

I was a Global IT Manager at Xerox and HP for 25 plus years, with a team of 50 or more and the way I would describe your team would be...

Their dedication to the mission of providing superior customer service skills along with the ability to execute is commendable!! Kudo's to their hiring manager!

I would be amiss not to mention **ALL** of the above comments be applied to the 2 screeners that I worked with. Initially a screen with **Miss April** in August of 2023 and **Miss Zikeeya**, January 2024. I am not certain of the department organizational structure at Elder Source but please ensure that their management team is aware of their talent.

With Best Regards & Much Respect to them and Elder Source.

Kathy DiGiulio

---

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

---

## Linda Levin

---

**From:** Abigail Costley  
**Sent:** Thursday, January 25, 2024 10:25 AM  
**To:** Linda Levin; Tameka G. Holly; Andrea Spencer  
**Cc:** Gabrielle Garay; Daisha Myers; Stefania Umana  
**Subject:** Great Compliment

Good morning,

I just wanted to share with you all this great phone call I just received from one of the caregivers that is active in the weekly support group and TCARE.

This participant stated that yesterday in the support group Daisha did an amazing job facilitating and letting everyone feel comfortable and heard. This participant relayed that her schedule revolves around this weekly support group, she said she does not mind being late for something else as long as she attends the group. She also stated that the group and the staff (Stefania, Daisha, and I) and ElderSource has been a great blessing to her and her loved one she cares for.

Kudos to Daisha! Facilitating a support group can be hard at times, but you did great!

Sincerely,

**Abigail Costley, MSW**

*Direct Programs Manager  
(She/Her/Hers)*



10688 Old St Augustine Road | Jacksonville, FL 32257

Direct: 904.391.6621 Main: 904.391.6600

Toll Free Helpline: 1-888-242-4464 [www.MyElderSource.org](http://www.MyElderSource.org)



*This email and any attachments are confidential and may be privileged. Unauthorized access or dissemination of this information may be a violation of criminal statutes. If you are not the intended recipient, please notify ElderSource by replying to this message or my sending an email to [info@myeldersource.org](mailto:info@myeldersource.org) and destroying all copies of the message and any attachments. Thank you.*

If you have received this communication in error, we would appreciate it if you would notify the sender promptly of the error by return e-mail at the address indicated above for the sender or by calling ElderSource, so that our address record can be corrected. Thank you for your assistance. CONFIDENTIALITY NOTICE: The information and all attachments contained in this electronic communication contain confidential information and/or otherwise exempt from disclosure under applicable



Receive and donate consumable medical supplies with the ElderSource Sharing and Caring Closet!



## What is the closet?

The ElderSource Sharing and Caring Closet is a place where seniors and caregivers can receive free consumable medical supplies to help them maintain their dignity and independence. Disposable supplies can be costly, and not often covered by insurance. Items include disposable undergarments, bed pads, and so much more.



**Closet Hours: 8am - 5pm**

**Location: 10688 Old St.  
Augustine Road  
Jacksonville, Florida  
32257**

**Note: Items requested cannot be delivered and donations cannot be picked up.**

## How do I get supplies?

Those in need may call the ElderSource Helpline or walk-in with a genuine request. Closet items will be available depending on current inventory. ElderSource will assist individuals once every three months depending on inventory in the closet.



## Donations accepted!

Priority items include incontinence undergarments (both men and women, all sizes), waterproof pads for beds and furniture, Ensure nutritional drink (all flavors), bulk washcloths and disposable, personal hygiene wipes. Clothing and food items will not be accepted. Donations can also be shipped directly to ElderSource through an Amazon wish list link on the ElderSource website.

## For more information

Call our free Helpline at 904-391-6699

Or email us at [SharingCloset@MyElderSource.org](mailto:SharingCloset@MyElderSource.org)



# Investing in Employee Growth: Join ElderSource's Leadership Development Business Team!

**Do you want to develop as a leader or elevate  
your career? Let us help you!**

---

At ElderSource, we believe that our greatest strength lies in our team members. That's why executive leadership is committed to investing in our staff and supporting their growth. The Leadership Development Business Team will:

- ✓ Be a voluntary commitment to invest in your professional growth to help reach your full potential
- ✓ Convene bi-monthly (virtually or in-person) during work hours
- ✓ Provide one-on-one support and coaching with Managers/Supervisors
- ✓ Provide professional development training opportunities facilitated by experts
- ✓ Teach you the skills and knowledge needed to grow in the organization.
- ✓ BE FUN AND EXCITING!

**Applications can be found under "Documents" on the Intranet. Please return your completed form to your supervisor by January 31st.**

Elder Source  
AAA Finance Committee Meeting via Zoom

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

3/6/2024

1:00pm

**Present**

Shelly Hirsch – Chair  
Melissa Gilreath  
Juliet Williams

**Absent**

**Staff**

James Lee - Chief Financial Officer  
Jessica DelRio – Executive Expeditor  
Elena Perez – Administrative Assistant

**Meeting Called to Order**

The meeting was called to order at 1:05 pm by Shelly.

**CFO Financial Roadmap**

James overviewed the CFO Financial Roadmap on where we are heading for the 2024 year. He started with the financial reporting and explained how there will be a full internal 2023-audit. This internal audit should be finished by May 2024.

He then moved onto cash flow reporting, he stated how all our cash is projected to be in by May 2024 as well.

James moved on to discuss the Audit Plan and how we will start preparing 2023 financials for the external auditors in April 2024. Audit items will be prepared and ready in June 2024. The formal Final Audit will be presented to ElderSource by August 2024. And then the preparation and presentation of the 2025 budget will be brought to the board in October 2024.

James noted that we are getting ready for our General Revenue (GR) Dollars for grants, and we got an increase for Community Care for Elderly (CCE Program), Home Care for the Elderly (HCE Program) and the Alzheimer's Disease Initiative (ADI Program) under the GR grants. We were not approved for the LSP dollars, which is the meals program for our providers. He noted that it's not our main meal program but it did supplement the cost. Covered in the LSP dollars, we lost \$50,000 in Administrative dollar account. James will be working on the numbers and seeing how it will impact the overall budget.

### **Future Meeting Schedule**

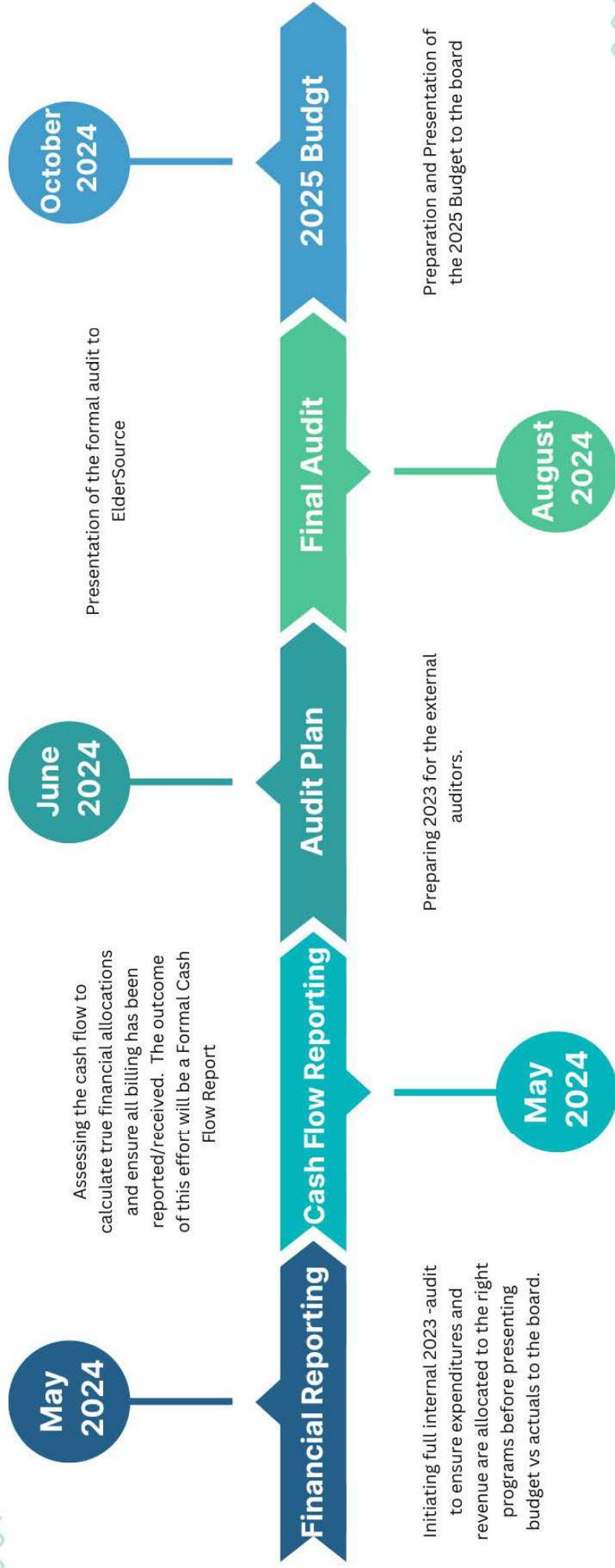
The committee then discussed future meeting availability and how it will be scheduled two weeks in advance of the Board of Directors meeting. The next finance committee meeting will be scheduled on May 1<sup>st</sup>.

### **Adjournment**

With no further business, the meeting was adjourned at 1:23 pm.

*Minutes prepared by Elena Perez, Administrative Assistant*

# CFO Financial Roadmap



**Programs Committee Minutes**  
**10688 Old St Augustine Rd**  
**Wednesday February 28, 2024**  
**11:00 AM**  
**Via Zoom**

**Present**

Barbara Greene  
Grady Williams  
Rev. Adam Anderson  
Walette Stanford, Chair

**Staff**

Linda Levin, CEO  
James Lee, CFO  
Neil Ambrus, VP Planning and Programs  
Katherine Arnold, Programs Manager  
Janet Dickinson, Plan. and Compl. Manager  
Abigail Costley, Direct Services Manager  
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 December 21, 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, provided a brief overview of contracts. Neil reported that the 2023 Older Americans Act (OAA) program has ended. The 2024 OAA contracts have started. Staff are currently completing the American Rescue Plan Act (ARPA) amendments for the final year of this program. These are post COVID monies received in 2021 and they run through September 30, 2024. A final ARPA allocation will be given to the providers and approval is needed from this committee. Final allocations were made based on provider ability to spend.

**Motion**

A motion to accept the final ARPA allocations to the providers as presented was made by Reverend Adam Anderson and seconded by Grady Williams. Motion passed unanimously.

Neil stated that the Surplus/Deficit spread sheet is ElderSource's method of tracking the expenditure of the providers in each of their contracts. Each month the providers enter their expenditures through the Share Point Drive. Improvements were made to both the providers' and to staff's spread sheets, making this process much simpler.

Final approval of the Area Plan has not been received as of this meeting date. Staff are working implementing the steps outline in the Corrective Action Plan (CAP) from the 2023 DOEA monitoring.

The Veterans Directed Care (VDC) program is doing very well. Currently, we have 119 Veterans in the program. The program is averaging two referrals per week. ElderSource managers are considering bringing on one to two counselors to keep up with the increase in enrollment. Veterans are referred to the program via the Veterans Administration Medical Centers in Gainesville and Orlando.

### **Surplus Deficit**

Katie Arnold, Programs Manager, reviewed the most recent surplus/deficit report with the Committee. Staff are working closely with providers to make sure all funding is fully expended with older adults being removed from waiting lists to the extent possible.

Katie also updated the committee regarding annual provider monitoring. This year, the monitoring of the providers will be conducted with both the Fiscal and Programs department in April through August. Staff will be wrapping up monitoring by September 2024 with the last providers.

### **Title VII Program**

Janet Dickinson informed the group that the Title VII-Elder Abuse Awareness and Prevention program requires certain deliverables every quarter. Janet noted that staff is on track for meeting those deliverables and that report is due to DOEA on April 17, 2024. Included in the corrective action plan resulting from the DOEA monitoring is the need to have all our volunteers trained on Elder Abuse Awareness and Prevention and that will be completed by the end of March. In addition, all volunteers will go through the Medicare Fraud training. Sherry will send information to Program Committee members for their participation. The entire Board of Directors will be offered the Title VII-Elder Abuse training once there is an established schedule.

### **Area Plan Update**

The requested edits were made and submitted to DOEA on January 12, 2024. Once the update has been reviewed and approved, ElderSource will receive an approval letter. Neil informed the group that Janet Dickinson has been promoted to Planning and Compliance Manager.

### **Direct Services**

Abigail Costley, reported on the following programs:

- Caregiver Support - TCARE had 8 new participants enrolled for February.
- Powerful Tools (for Caregivers) - classes have begun and there are 20 participants enrolled.
- Senior to Senior short-term crisis - 21 clients were served, and 17 cases completed. There were 49 referrals received in January for rent and deposits.
- The Telephone Reassurance Program - served 44 clients. The volunteers attempted 327 calls and 203 of those were completed. Danielle Thomas is our new Care Connector for this program and joined the department on February 26.

**Old Business**

None

**New Business**

None

**Comments and Announcements**

None

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

**Meeting adjourned at 12:05 PM**

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



**Elder Source**  
**Governance Committee Meeting via Zoom**  
[\\*Zoom Link\\*](#)  
**February 12, 2024**  
**4:00pm**

**Present**

Viv Dietrich – Chair  
Alex Moore  
Cynthia Griffin

**Staff**

Linda Levin – Chief Executive Officer  
Tameka Gaines Holly – Chief Operating Officer  
Jessica DelRio – Executive Expeditor  
Elena Perez – Administrative Assistant

**Meeting Called to Order**

The meeting was called to order by Viv at 4:02 pm.

**Governance**

*Board Member Applications*

Viv reported that Amanda Smith resigned from the Board.

The Committee reviewed two new Board member applications: Tod Graham and Courtney Connor. There was discussion about both applicants.

**Motions:**

- Alex moved to approve Todd Graham's application for Board membership. Cynthia seconded the motion. The motion passed with no opposition.
- Cynthia moved to approve Courtney Connor's application for Board membership, Alex seconded the motion. The motion passed with no opposition.

*Board Profile Summary*

The Committee reviewed the current Board membership and set priorities and goals for recruitment including but not limited to: Veterans, Hispanic individuals with finance or accounting backgrounds, and individuals with IT or web development backgrounds.

Viv noted that representation from Baker County is needed.

*Board Engagement Training, and Evaluation*

The Committee discussed Board engagement. Viv a draft board survey document that asks a variety of questions that range from schedule availability to social gathering willingness. This was so the organization could get better board member feedback to improve their experience on the board.

Viv noted that this survey was just a draft for the Governance committee to discuss what they would add or take-away. Alex suggested that this draft could be used as a pre-screening/onboarding tool for new potential board members to get their concrete availability, goals, and standards.

The Committee discussed training for new members. It was mentioned that the training would better prepare people for serving specifically on the ElderSource board.

Linda explained the agency's BoardSource membership and the Nonprofit Center membership which both include excellent resources on their websites. There is also the ElderSource board orientation that provides new board members with a welcome to the board and information that will help them throughout board service.

## **Personnel**

### *Organizational Structure Report*

Tameka discussed the organizational structure report and the updates of the actions taken. The consultant reviewed the current structure, met with the leadership team members and held staff focus groups.

- Tameka highlighted the main findings and recommendations the consultant reported

Linda and Tameka reported on the establishment of the Leadership Development Business Group for staff development and succession planning.

### *360 Reviews of Staff*

There was discussion related to the possibility of conducting 360 reviews of staff. The suggestion was made by the Board President to the CEO. More will be discussed at the next meeting.

### *DEI Metrics*

This agenda item was deferred until the next Governance Committee meeting.

## **Adjournment**

With no further time/business, the meeting was adjourned at 5:09 pm.

*Minutes prepared by Elena Perez, Administrative Assistant*

**Advisory Council Meeting  
10688 Old St Augustine Rd  
Thursday February 15, 2024  
12:30 PM**

**Via Zoom**

**Present**

Christy Fitzgerald – Clay  
Stevie Taylor – Clay  
Valerie Thomas – Duval  
Donna White – Duval  
Ingrid Montgomery – Duval  
Joanne Hinkel - Flagler  
Bernie Fitzgerald – Flagler  
Chernice Benjamin – Nassau  
Ashley Jennings – Volusia  
Frances Chew – Volusia  
Doreen Willett – Volusia

**Staff and Guest**

Andrea Spencer, VP of Communications  
Janet Dickinson, Planner  
Gabrielle Garay, Communication Specialist  
Gracie Martin, Intern  
Sherry Holmes, Administrative Assistant

**Absent**

Cheryl Jefferson – Duval (Excused)  
Barbara Solomon – Flagler  
Albert Abbatiello – St. Johns  
Latonja Best – St. Johns

**Roll Call**

Sherry Holmes, Administrative Assistant noted that a quorum was present.

**Approval of Minutes**

A motion to approve the minutes from the January 18, 2024 meeting was made by Stevie Taylor and seconded by Joanne Hinkel. Motion passed unanimously.

**Nominating Committee**

Dr. Ashley Jennings, Chair of the Nominating Committee, noted that the committee met on January 26, 2024, to discuss the application of Cynthia Campbell. The committee unanimously voted to accept Cynthia Campbell into the Advisory Council representing Baker County as she brings many talents and fills a desperate need.

## **Motion**

A motion to accept the nomination of Cynthia Campbell as submitted by the Nominating Committee was made by Bernie Fitzgerald and seconded by Joanne Hinkel. Motion passed unanimously.

Dr. Ashley Jennings informed the group that there are still several vacant positions on the Council, and we want to ensure that every county is represented. She asked members to provide referrals if they knew of someone. Sherry Holmes will send an Advisory Council application to each member for referrals.

## **Medicare Fraud Training**

Carrie Petesch, SHINE Advocate and Outreach Specialist did a training on Medicare fraud.

Highlights from the training covered:

- Medical Identity Theft
- Health Impact
- Personal Financial Losses

Three Steps to Prevent Health Care Fraud:

- Prevent
- Detect
- Report

There was a brief discussion regarding telephone calls from scammers and observations from the group as to what they have experienced with multiple unwanted calls.

## **Outreach Efforts**

Gabrielle Garay shared “Outreach Guidelines” with the group. Gabrielle suggested visiting places such as local churches, libraries, senior centers, and small businesses to distribute ElderSource brochures. Suggested talking points were to identify as a volunteer of ElderSource, identify the county you represent and make your request to leave brochures. If there is an interest in more information the Communications department can schedule a presentation. For specific questions on help and services, the ElderSource Helpline is available at (888) 242-4464. As an outreach goal, Gabrielle suggested three visits each quarter.

## **Visits to Community Locations**

Janet Dickinson updated the group on visiting senior centers. The manager of the senior centers is requesting that prior to any visits he is notified, and Janet will be the point of contact to do so. Janet also requested that she is notified via email or phone before visiting churches and libraries so that she can record the activity.

### **Ideas for Next Meeting Topic**

The Advisory Council members opted to invite the state Veteran Representative to attend the next meeting scheduled for April 18, 2024. Janet will confer with Tameka Holly, to see if this is possible.

### **County Reports**

#### *Volusia*

Dr. Ashley Jennings, Doreen Willett, and Frances Chew

Nothing to Report

#### *St. Johns*

No Representation.

#### *Nassau*

Chernice Benjamin

Nothing to Report

#### *Flagler*

Bernie Fitzgerald and Joanne Hinkel

Nothing to Report

#### *Duval*

Valerie Thomas, Ingrid Montgomery, and Donna White

Nothing to report.

#### *Clay*

Stevie Taylor

- Stevie reported that seniors are having difficulty with the assessment process through ElderSource and feeling a little intimidated with the questions while on the call. Janet will inform Davette Wellmaker, Helpline Supervisor of this concern and update Stevie at a later date.
- Stevie noted that Marcis Pointe Apartments has approximately 200-300 residents and stated that this would be an excellent place to hold an ElderSource Fair for the residents as some are quite hesitant and do not know how to ask for assistance. Janet will refer this opportunity to the Communications department where Andrea Spencer, and Gabrielle Garay will follow up on this suggestion.

Christy Fitzgerald

Nothing to Report

*Baker*

No Representation.

**Old Business**

None

**New Business**

None

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

**Meeting Adjourned at 1:48 PM**

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

**These minutes were adopted by vote of this Advisory Council on \_\_\_\_\_.**

**(Date)**

**Secretary: \_\_\_\_\_ Stevie Taylor**