

2012 Annual Report



**elderSOURCE**

A nonprofit organization providing funding and support to seniors in Northeast Florida enabling them to live with independence and dignity. Serving Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia counties.



Where We Make a Difference

There are 430,000 people aged 60 and over living in northeast Florida. It's clear the needs of this segment of the population are increasing dramatically every day. It's our agency's mission, our job, and our responsibility to help them. The ElderSource tagline is "**Start Here for Help**" and we really mean it.

ElderSource has:

- Paid for necessary dental surgery needed before a senior could have critical cardiac care.
- Purchased and delivered a new refrigerator so a senior could keep her insulin safe and at the required temperature.
- Stepped in to help a family fix a 56,000 gallon water leak and pay for overdue utility fees.
- Secured and paid for a much-needed termite inspection, enabling the senior to live in a bug-free, safe environment.

Why ElderSource Is Essential

- Approximately 20 percent of seniors are not receiving basic medical needs such as primary or specialty care, equipment and other healthcare resources.
- More than one-fourth of the elders residing in the ElderSource service area live alone and approximately 13 percent aged 65 and over fall below the federal poverty guideline.
- The number of caregivers will increase by 300 percent due to the needs of our aging population.
- The number of veterans, men age 85 and over has gone from 400,000 in 2000 to almost 1.2 million in 2010, according to the most recent census.
- When the Medicaid Reform legislation becomes effective, seniors and the disabled will need our help to determine what plan is best for them.



Start HERE for Help

ElderSource, the Northeast Florida Area Agency on Aging and Aging & Disability Resource Center, is a vital resource for elders and their caregivers, disabled adults and the general public when looking for information, referral, assistance and answers related to aging issues. ElderSource believes elders can live better lives if given the necessary help to live independently and with dignity.

In 2012, over 12,000 seniors started here, with us, for help. Given the surge of the aging population, commonly referred to as the Silver Tsunami, more and more people will undoubtedly be turning to ElderSource.

Overview of Programs and Services

The professional and caring ElderSource staff coordinates these primary areas of support and services.

The Aging & Disability Resource Center HelpLine

The Aging & Disability Resource Center HelpLine received more than 36,000 calls last year. There isn't any other organization in Northeast Florida set up like ElderSource to efficiently and professionally assess all the needs a senior may have and then make recommendations and referrals for them to get help.

SHINE - Serving the Health Insurance Needs of Elders

Serving the Health Insurance Needs of Elders (SHINE) is a federally funded program providing free insurance counseling and information about Medicare, Medicaid, other health insurance, long-term care planning and prescription assistance. SHINE uses a network of trained volunteer counselors.

Senior to Senior

The Senior to Senior Fund is a special program assisting seniors in Duval, Nassau, Baker, Clay and St. Johns counties facing short-term financial crises. This fund provides cash assistance to support the basic needs of at-risk seniors, including health care and medications, housing, clothing and transportation. Funded by Delores Barr Weaver Foundation, through the Community Foundation, Senior to Senior strives to solve financial troubles in a manner where the underlying cause of the crisis is resolved.

SNAP - Supplemental Nutrition Assistance Program

Commonly known as the food stamp program, ElderSource walks clients through the application process to determine eligibility and helps process the request to receive food assistance.

EASE – Emergency Assistance Serving Elders

EASE assists seniors in Flagler and Volusia counties facing short-term financial crises. Funded by the Friends of ElderSource, this fund provides cash assistance to support the basic needs of at-risk seniors, including health care and medications, housing, clothing and transportation.

EHEAP - Emergency Home Energy Assistance for the Elderly Program

EHEAP is a federally funded program that assists low-income seniors age 60+ who are experiencing a home energy emergency, such as struggling to pay for utilities.

Benefits Enrollment Center

The Benefits Enrollment Center (BEC) helps seniors and adults with disabilities apply for the benefits in which they are entitled.

Travel Training

Travel Training is an award-winning partnership between ElderSource and the Jacksonville Transit Authority (JTA) where seniors and disabled adults can learn how to use public transportation, thereby improving their quality of life.

Care for Lesbian, Gay, Bisexual, Transgender (LGBT) Seniors

In concert with its mission to connect caregivers and seniors to resources they need as they age, without discrimination based on gender, religion, sexual orientation or race, ElderSource reached out to LGBT elders, many of whom were not taking advantage of the available resources in the community for a variety of reasons. The LGBT Elders Task Force was formed to conduct a needs assessment, offer sensitivity training to providers and update the agency data base to include LGBT-friendly, as well as increase the LGBT elders' and the community's awareness.

Provider Agencies Funded by ElderSource

ElderSource contracts with outside agencies to provide direct services to clients. Services include, but are not limited to, emergency energy assistance, congregate and home delivered meals, recreation, education, shopping assistance, case management, health support, legal assistance, home repair and modification, adult day care, homemaker and personal care.

The provider agencies are:

- Aging True
- Area Health Education Council (AHEC)
- The Councils on Aging in Baker, Clay, Nassau, Volusia and St. Johns
- Flagler County Senior Services
- City of Jacksonville Senior Services Division
- Jacksonville Area Legal Aid
- Community Legal Services of Mid - Florida



2012 Agency Highlights

ElderSource makes a huge difference every day in the lives of so many seniors, disabled adults and their caregivers. We remember that behind each number is a real person with a real need for ElderSource support.

- Over 11,000 seniors received assistance, with another 190,000 who were connected to a variety of information and resources.
- 371,309 home delivered meals were provided.
- 662 seniors were able to remain independent by resolving housing, utility, transportation and other crisis situations.
- 256 seniors or disabled adults utilized the Travel Training program, teaching them how to use the public transportation system to maintain their mobility and freedom.
- 3,900 seniors were given free, unbiased counseling through the SHINE program (Serving Health Insurance Needs of Elders).

Other Agency Highlights

- ElderSource received a landmark, generous donation of \$1 million from Delores Barr Weaver toward the agency's capital campaign goal. The gift was intended to support the expansion

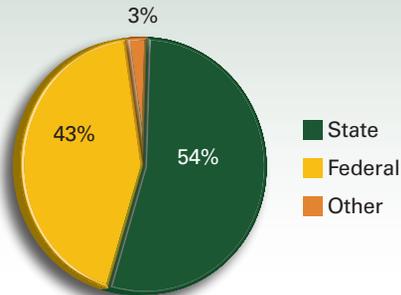
and growth of the resources for seniors. Expansion plans included relocating ElderSource headquarters to a centrally-located facility in the spring of 2013.

- Florida Blue provided a significant gift of \$25,000 which was earmarked to create the Florida Blue Resource Center. This area inside of ElderSource's new offices, will be a place where seniors can easily access information in the library on aging issues and get assistance from the Aging and Disability Resource Center Staff.
- As part of its LGBT initiative, ElderSource sponsored the viewing of *Gen Silent*, a critically acclaimed documentary depicting the lives of six lesbian, gay, bisexual and transgender (LGBT) elders and the challenges they encounter as they grow older and need care.
- The Friends of ElderSource presented the second annual *A Night with the Stars* honoring individuals who lovingly provide care to elders and those who advocate for older adults. Sponsored by Haven Hospice, awards were presented to a professional caregiver, a family caregiver and media outlet. The Delores Barr Weaver Elder Advocate Award was given to Anne Knight, a recognition that honored her commitment to advocate for elders. The Community Foundation of Northeast Florida received the Community Service Leadership Award for its initiatives that improve the lives of senior citizens.

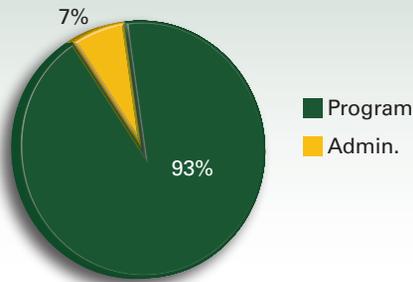
2012 Financial Summary

Governed by a volunteer Board of Directors and advised by an Advisory Council of volunteers, ElderSource activities are funded by federal, state and local grants as well as private donations and endowments. We provide over \$20 million in grants to underwrite a range of services for the elderly and their families and caregivers in our seven-county service area through a network of local service agencies.

FUNDING SOURCES



PROGRAM AND ADMINISTRATIVE SERVICES



STATE FUNDING

Alzheimer Disease Initiative	506,274
Community Care for the Elderly	4,754,669
Home Care for the Elderly	293,770
Medicaid Waiver Specialist	129,755
Medicaid Waiver - Aged and Disabled Adults	3,497,830
Medicaid Waiver - Assisted Living for Frail Elders	1,184,674
Medicaid Administrative Claiming	317,830
Respite for Elders Living in Everyday Families	290,254

SUBTOTAL 10,975,056

FEDERAL FUNDING

Chronic Disease Self Management Program	15,371
Elder Abuse Prevention	24,168
Emergency Home Energy Assistance Program	493,375
Nutrition Services Incentive Program	560,960
Older Americans Act Programs	7,326,620
Serving Health Insurance Needs of Elders	155,895
Supplemental Nutrition Assistance Program	29,660
Veterans Administration Funding	162,306

SUBTOTAL 8,768,355

OTHER FUNDING

Community Foundation	247,412
Fund Raising	79,687
Jacksonville Transportation Authority	50,911
National Council on Aging	78,153
United Way	150,000
Other Miscellaneous Funding	50,435

SUBTOTAL 656,598

IN-HOUSE SERVICES

Benefits Enrollment Center	68,153
Chronic Disease Self Management	15,372
Elder Abuse Prevention	11,901
Elder Helpline	344,947
Emergency Home Energy Assistance	61,324
Medicaid Administrative Claiming	306,378
Medicaid Waiver Specialist	135,336
Safety Net	109,697
Senior to Senior	113,838
Serving Health Insurance Needs of Elders	154,418
Supplemental Nutrition Assistance	30,499
Travel Training	46,990
Veterans Directed Health Care	149,907
Working Care Giver	13,188
Other Direct Services	6,729

SUBTOTAL 1,568,677

CONTRACTED SERVICES

Baker County	364,127
Clay County	856,896
Duval County	5,686,966
Flagler County	709,665
Nassau County	589,381
St Johns County	906,421
Volusia County	3,647,819
Medicaid Waiver - Aged and Disabled Adults	3,497,830
Medicaid Waiver - Assisted Living for Frail Elders	1,184,674

SUBTOTAL 17,443,778

ADMINISTRATIVE SERVICES

Facility	141,550
Fund Raising	46,117
Personnel	862,814
Professional	100,650
Other Admin Services	236,423

SUBTOTAL 1,387,554

Total Revenues

20,400,009

Total Expenses

20,400,009

Start *HERE* for Help

If you or a senior you know is in need of services from ElderSource, please call the Aging & Disability Resource Center HelpLine.

904-391-6699

Toll free at
1-888-242-4464

Monday through Friday,
8 a.m. to 6 p.m.



*elder***SOURCE**

10688 Old St. Augustine Road Jacksonville, FL 32257
904-391-6600 **www.myeldersource.org**

Donate

You can make a difference in the life of a senior in your community. Donations of any amount are so valuable in helping seniors live independently and with dignity. Donate online at www.myeldersource.org or mail your contribution to the address below. Thank you for considering a donation to ElderSource.

Thank you to:

- Department of Elder Affairs
- The Community Foundation of Northeast Florida
- J. Wayne and Delores Barr Weaver
- Florida Blue Foundation
- Donations from citizens throughout our seven county area