

### Who We Are

*There are 430,000 people 60+ in our service area and with the surge of Baby Boomers turning 65, it's clear the needs are there and will only continue to increase. ElderSource is here to help them.*

ElderSource was designated by the State in 1976 as the **Area Agency on Aging** for Northeast Florida. A private, non-profit independent agency covering Baker, Clay, Duval, Flagler, Nassau, St. Johns and Volusia counties, we belong to a nationwide network of over 630 Area Agencies on Aging.

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. As an area agency on aging, *ElderSource* is charged with the responsibility of identifying the needs of elders and caregivers, developing plans to meet those needs, funding services to help meet those needs and ensure the quality of those services.

#### **Mission**

*To empower individuals to age with independence and dignity by providing leadership direction, advocacy, and support for a comprehensive coordinated continuum of care.*

The State has since designated *ElderSource* as the **Aging and Disability Resource Center** for the region. As the Aging and Disability Resource Center, we serve as the focal point to which elders, disabled adults, their caregivers and the general public can turn for information, referral, assistance and answers related to aging issues. Our Elder Helpline has specially trained staff ready to help. With funding from the National Council on Aging we have incorporated a **Benefits Enrollment Center** into our operations whereby staff and volunteers are able to screen elders and disabled adults for a multitude of benefits at one time and to assist them in applying for the appropriate benefits, making it easier on elders and disabled adults to get the assistance they need.



### What We Do

We provide over \$14 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.

The services we offer through these contracts include, but are not limited to, emergency energy assistance, congregate and home delivered meals, recreation, education, shopping assistance, case management, health support, home repair and modification, adult day care, homemaker, personal care, legal assistance and transportation as well as support, training, counseling and respite for caregivers including grandparents raising grandchildren.



We provide oversight of the program and services through fiscal, administrative and programmatic monitoring and offer the agencies training, technical assistance and support.

We administer the **Serving Health Insurance Needs of Elders (SHINE)** program, which offers free health insurance counseling, information and assistance from trained volunteers.

We also offer a multi-dimensional health and wellness initiative that highlights a combination of health education, elder abuse prevention, disease prevention and screening, nutrition programs and medication management for elders.

Also with funding from the Community Foundation of Northeast Florida and Delores and Wayne Weaver, **Senior-to Senior Fund** was established and allows *ElderSource* to respond to elders in a crisis who do not have other means to help them out of the crisis. Elders living in Baker, Clay, Duval, Nassau and St. Johns County may be eligible for this program and should call *ElderSource's* Elder HelpLine if they are in a crisis and need assistance. Friends of ElderSource have provided funding to create a similar program, **EASE (Emergency Assistance Serving Elders)** for elders living in Volusia and Flagler Counties.

### **Making a huge difference every day.**

How ElderSource has helped seniors and provided needed services this year:

- Over 11,000 seniors were ElderSource clients, with another 190,000 we connected with 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 on 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).

### **Those still needing help everyday.**

Areas of need...gaps to be filled:

- Over 1,000 seniors are signed up for the home delivered meal program, but are on a waiting list due to lack of funding.
- Almost 3,000 clients are still waiting for support services such as personal care, homemaking or in-home respite care.
- 24 percent of seniors live alone and more than 35 percent of the seniors have a disability, illustrating the importance of resources from ElderSource.



**Elder HelpLine 1-888-242-4464**

10688 Old St. Augustine Road, Jacksonville, FL 32257

Administrative Office Phone: (904) 391-6600 • tollfree 877-391-6602 • Fax (904) 391-6601

The Elder Helpline telephone number is 904-391-6699 or toll free at 888-242-4464

For Hearing Impaired, the TTY line is (904) 391-6697

**[www.myeldersource.org](http://www.myeldersource.org)**

*Funded in part by the Florida Department of Elder Affairs*