

2018

annual report

 **ELDER CARE**
SERVICES, INC.



Message from the Presidents



Mark D. Baldino
President & CEO



Tom Kirwin
Board of Directors Chair

Dear Friends,

Elder Care Services sincerely appreciates the support from individuals and businesses throughout Tallahassee and the Big Bend. Thank you for your commitment to helping us make life healthier and happier for our seniors in need. As we look back on the previous year we are left with an overwhelming feeling of gratitude for the generosity demonstrated by a such a caring community. In 2018 we faced a major transition that caused organization-wide challenges, but we are emerging stronger and as committed to our constituents as ever.

When the State of Florida rebid its long-term managed care contract and awarded it to a new group of providers, ECS was forced to conduct new negotiations, write new contracts, and agree to new pricing. These changes impacted our entire operation and could have throttled a weaker organization, but with strong internal controls and unbridled community support, ECS was able to navigate through the uncertainty of this major transition. Despite complicated conversions and contracting issues, we remain financially sound and look ahead to a complete turnaround with a set of new partners and many newly formed relationships.

Our strong management team and experienced staff have spurred ECS through the process. They have contributed innovative ideas for revenue generation, developed new rate schedules, and identified new funding sources. Their commitment and compassion is evident in everything they do and we are extremely fortunate to have so many incredible professionals drive our work.

Though we are solvent and strong, we still need your support more than ever before. The senior population is growing at an unprecedented rate and grant funding continues to lag behind. To face the trials before us – elder abuse, food insecurity, mental health, and isolation – we call upon you, our partners and supporters, to donate and volunteer so we can continue to serve those who need us now more than ever before.

Thank you for your generosity in 2018 and for your unwavering financial and personal support in the months and year ahead.

Two handwritten signatures in black ink. The first signature is 'Mark D. Baldino' and the second is 'Thomas F. Kirwin'. The signatures are written in a cursive, flowing style.

Senior Highlight

Compassionate, comprehensive care is the phrase we use frequently at Elder Care Services. This motto is the cornerstone we build our services around. We understand that the process of aging for today's seniors is complex and multifaceted. Jane and her daughter Sarah are representative of our expansive care model. Jane and Sarah live together, and in addition to being her daughter, Sarah is also Jane's caregiver. Together, they are the recipients of a broad spectrum of our services.



For Jane, these services range from receiving daily nutritious and hearty meals prepared by our dedicated kitchen staff, personal care including bathing and wellness checks multiple times a week, and material aid like assistive mobility devices. For Sarah, we provide counseling to help work through the stress of being an around-the-clock caregiver, in addition to the respite she receives through Jane's personal care visits and meal services.

By understanding that the issues facing Jane and Sarah are intertwined and inseparable, we are able help Jane age comfortably in her own home and avoid the costly option of moving to a senior living facility. We are incredibly proud and thankful to be able to serve not only Jane and Sarah, but many great seniors in the Tallahassee area. With your help, we will continue to strive to be the premiere senior care providers in the Big Bend and surrounding areas!

2018 Board of Directors

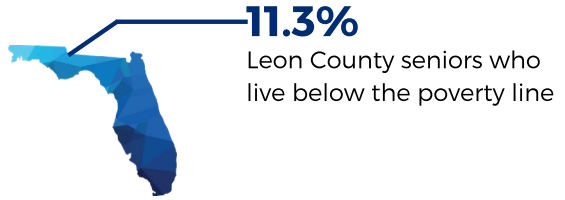
Linda Bianco
Keith Bowers
Leslie Dughi
Anita Favors
Janet E. Ferris
Tom Kirwin
Maribel Lockwood, MD
John Mahoney, MD
Abbey Maurer
Tommy Mills
Duncan Moore
William J. Phelan
Shaia Rene' Simmons
Dena Sokolow
Maria Ines Suber
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Linda Sue Weeks
Jodi Wilkof
Merrill Wimberley

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Annie Harris
John Hogan
Mark O'Bryant
Garrison Rolle
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Glenda Thornton
Marjorie Turnbull



The Need



Florida has the **Highest Concentration of Older Residents in the United States**

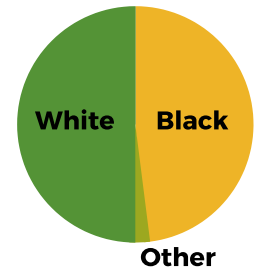


Who We Serve

55+
Age to receive services



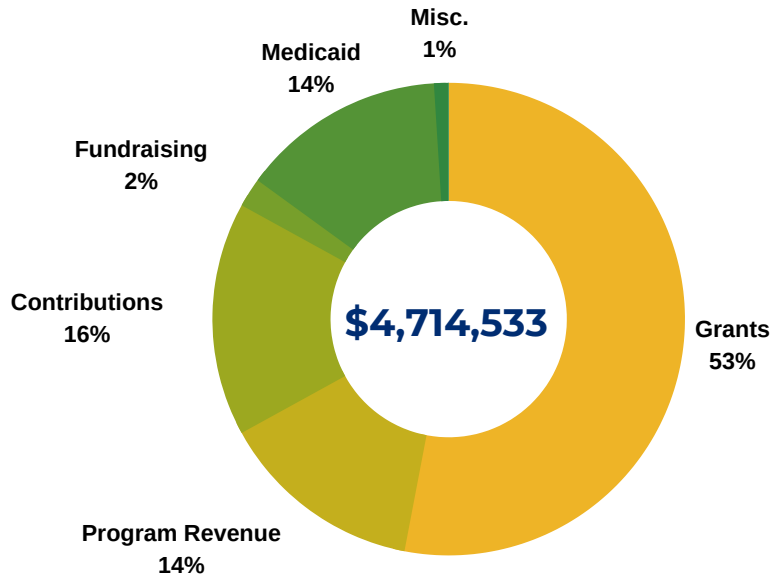
Racial Breakdown
50% White
48% Black
2% Other



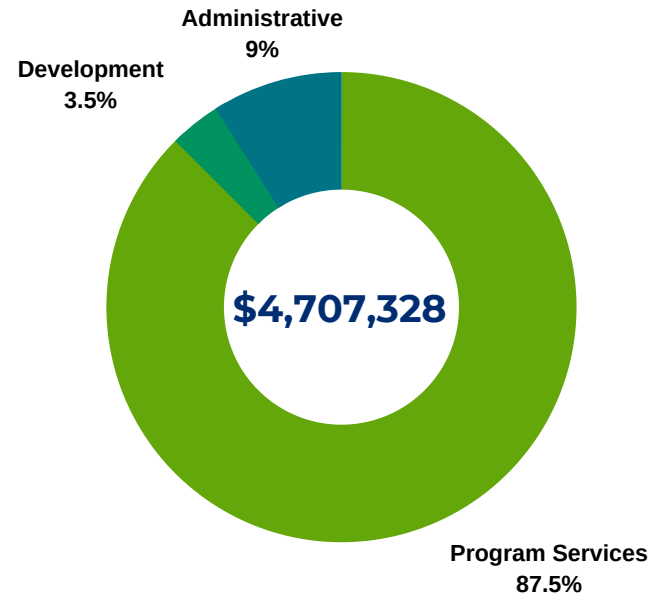
2018 Financial Stewardship

The quality services provided by Elder Care Services are made possible through persistent grant pursuits, generous donors and many wonderful volunteers. Last year, we received \$551,000 of in-kind revenue to support our mission, which consisted of volunteer time and mileage, the donation of commercial creative design, food, client supplies and building space. Despite some minor funding cuts, we finished 2018 with a solid increase in net assets of \$7,200.

Operating Revenue



Operating Expense





Elder Care Services Programs



Nutrition Services

Meals on Wheels (hot & frozen) are delivered on weekdays to home-bound seniors and to our eight congregate meal sites.



Elder Day Stay

EDS provides services to adults requiring continuous care as well as respite for caregivers, Monday through Friday, 7:30 a.m. to 5:30 p.m.



Senior Volunteer Program

Seniors 55 years of age or older are placed in vital volunteer roles that enrich the quality of life for the senior and make lasting impacts to their community.



In-Home Services

In-Home Services care for frail, functionally impaired and homebound seniors as an alternative to nursing home placement.



Senior Outreach Services (S.O.S.)

Senior Outreach Services is the first contact for seniors seeking help and may provide material aid in addition to answering questions and connecting seniors to appropriate resources.

2018 Elder Care Impacts

62

Seniors welcomed into our Elder Day Stay

35,962

Meals served at our congregate sites

347

Retired & senior volunteers serving in the Big Bend

199

Seniors received individualized aid at home

58,248

Meals delivered to seniors in their homes

245

Seniors received crucial energy assistance

42,887

Hours of in-home care provided to seniors

569

Transportation trips provided by volunteers

2,392

Free material aid items distributed



Thank you, Donors!

Our generous donors are a driving force behind our success, and one of the reasons we are so effective at helping seniors in the Big Bend area. Thank you all for everything you do. Without you, it wouldn't be possible!

Partners

We owe a big part of our success to the generosity of partners who provide a myriad of in-kind and grant support to us throughout the year. From event support to holiday meal deliveries, these organizations are crucial to our ability to serve seniors.

AlSCO
American Audio Visual, Inc.
Asker Distributors
Blessed Sacrament Roman Catholic Church
Cade & Associates Advertising, Inc.
Capital Awning Co.
Community Human Service Partnership
Deep Brewing Company
Esposito
Faith Presbyterian Church
First Presbyterian Church
Good Shepard Roman Catholic Church
Holland & Knight Law Firm
Keith Lawson Services, LLC
Larry Overton, P.A.
Local Senior Discounts
New Mt. Zion AME Church
North Florida Brewers League
Oliver Sperry Renovations

Red Hills Broadcasting
Rowland Publishing
St. John's Episcopal Church
Starbucks
Tallahassee Beer Society
Tallahassee Latter Day Saints
Temple Israel
The German Club of Tallahassee
The Pavilion at The Centre of Tallahassee
The Wine House
The Zachary Group
Tri-Eagle Sales
Trinity United Methodist Church
United Way of Northwest Florida
United Way of the Big Bend
WCTV News
WTXL ABC 27
Yellow Cab
103.1 The Wolf

Endowment Contributions

Elizabeth O. Clemons Fund
James M. & Theresa A. Croteau Fund
Annie S. Harris Fund
Neora G. Janssen Fund

Tom Longerbeam Fund
Lizanne Moncrief Fund
William H. Moncrief Fund
Elma W. Patronis Meals on Wheels Fund

Private Contributions

From one-time gifts to recurring monthly gifts, the compassion and action of individuals are what make our agency run. Thank you all for your financial contributions that make our mission possible.

Philanthropist's Circle (\$10,000+)

Berry Family Foundation
CenturyLink Clarke M. Williams Foundation
Charles A. Frueauff Foundation, Inc.

Ambassadors (\$5,000+)

Dunkin Donuts
FEMA
Florida Community Care
Killearn United Methodist Church

Melanie Lee
Michael and Donna Joyce
Publix Super Markets Charities
Tallahassee Ford Lincoln

Champions (\$2,500+)

AstraZeneca Pharmaceuticals LP
Bank of America Charitable Foundation
Brown's Refrigeration and Equipment Company
Capital City Bank Group Foundation
Capital Health Plan
Capital Medical Society Foundation
Gulf Winds Credit Union
Dr. & Mrs. John Mahoney

John R. Pettengill Ability Fund
Mark and Susan Baldino
Mary Anne Bestebreurtje
Premiere Computer Solutions
Right at Home Tallahassee
Tallahassee Moose Lodge 1075
Tom and Elva Brady
Trinity United Methodist Church





Private Contributions

Advocates (\$1,000+)

Anfield Consulting Group, Inc.
Ann Kirn Memorial Fund
Betti Rigdon
Big Bend Guardianship Association
Capital City Trust Company
Capital Regional Medical Center
Carol Garcia
Centre Pointe Health & Rehab Center
Daniel and Linda Fuchs
Don and Beverly Holt
Donald Pelt Jr.
Donna McBride and Marilyn Coe
DoodleDog Productions LLC
Duncan Moore
Eli Roberts & Sons
Emily Millett
Envision Credit Union
Ermine Owenby
Faith Presbyterian Church
FBMC Benefits Management Inc.
First Commerce Credit Union
Florida Association of District School Superintendents
Florida Blue
Gardner, Bist, Bowden, Bush, Dee, LaVia & Wright, P.A.
General Sheet Metal
Greenberg Traurig, P.A.
Gregory Waddell
H2Engineering, Inc.
Hazel Rosser
Henry and Sharon Pollock
Hinkle & Foran
Holland & Knight LLP

Holy Mother of God Philoptochos Society
Home Instead Senior Care
Hopewell In-Home Senior Care
Inovia Consulting Group
Janet E. Ferris
Jim and Elaine McConaughay
John W. Winchester
Julie Lee Crump & Darrell Crump
Kenneth Hemmerly
KIA of Tallahassee
Law, Redd, Crona & Munroe, P.A.
Leon County Board of County Commissioners
Linda Smith
Mainline Information Systems, Inc.
Melinda Lou Daniel
Merrill Lynch - MDWD Group
Metal Building Services, Inc.
Michael and Judy Wilson Sheridan
Mutual of America
OliverSperry Renovation
Peggy R. Smith
Phillip J. Padovano
Prime Meridian Bank
Rachel Anderson Roberson
Rogers, Gunter, Vaughn Insurance Inc.
Ron and Carolyn Hobbs Family Fund
Sachs Media Group
Searcy, Denny, Scarola, Barnhart & Shipley, P.A.
Sergio Ginaldi
Willie and Shaia Simmons
Tallahassee Fire Department
Tallahassee Memorial Healthcare



Private Contributions

Advocates (\$1,000+)

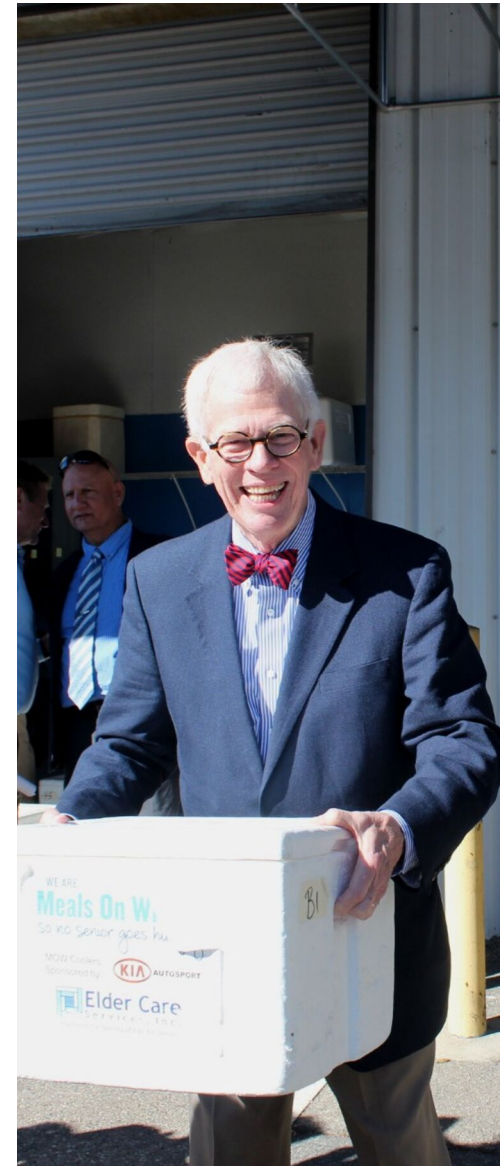
Thomas County Federal
Timothy J. O'Brien
Tom Kirwin
Tommy and Kim Mills

Virginia Glass
Watson & Associates, CPAs
Wells Fargo
Westminster Oaks Continuing Care

Promoters (\$500+)

A Bay Towing & Recovery, Inc.
AARP Florida
Adair Little
Alzheimer's Project, Inc.
Ann Parks
Benjamin and Alicia Trexler
Bill Phelan
C. Vincent Dix, PhD, LLC
Community Foundation of North Florida
CRA Architects
Eraclides Gelman
F. James Wylie, Jr.
Fellowship Presbyterian Church
Florida Pioneer Network
Fred and Charlene Williams
Greg Perry, M.D.
HarborChase Assisted Living Memory Care
Healing by Nature Senior Care LLC
Health Management Associates, Inc
Heuler-Wakeman Law Group, P.I
Jay and Mary Baker
Jim and Lisa Giacobbe
Jodi Wilkof
Jon H. Cramer

Kathy and Lawrence Strubble
Ken Allen
Larry J. Overton & Associates, Inc.
Lenora Dobbins Muse
Linda Sue Weeks
Maribel Lockwood, M.D.
Marjorie R. Turnbull
NAI TALCOR Commercial Real Estate Services, Inc
Pete and Susan Dunbar
Proctor & Kole
R. Claude Hendon
Randy and Martha Guemple
Ray and Elisabeth Spencer
Sam and Nicole Ballas
Sharon and Tom Rolfes
Shirley Krishef
St. John's Episcopal Church
Stanley Barineau & Son, Inc. Heating and Air Conditioning
Steven and Charmian Jinks
Steven and Elizabeth Ray
Summit Home Respiratory Services
The Krizner Group
Thomasville Road Baptist Church
Walter Moore





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Community Based, Compassionate Care

Elder Care Services is the leading provider of community based senior care. Since our founding in 1970, we have been driven by compassionate and generous community members. In addition to dedicated professional staff, over 800 individuals give thousands of hours of service each year, from delivering Meals on Wheels, to providing companionship, to supporting events. Together with our community partners, our mission is to improve the quality of life for seniors and their caregivers.

ECS Senior Administration

Mark Baldino, President & Chief Executive Officer
Michael Henderson, VP and Director of Food Services
Lisa Giacobbe, Treasurer and Chief Financial Officer
Nicole Ballas, Director of Fund Development
Lexi de León, Director of Elder Day Stay
Jocelyne Fliger, Director of Volunteers & Engagement
Zoila Hutson, Director of In-Home & Community Services
Carrie Leitner, Director of Human Resources