

2020

ANNUAL REPORT

ELDER CARE SERVICE, INC.



# President's Message

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For over 50 years, Elder Care Services has improved the quality of life for seniors in Leon County, a passion that we display still to this day. Starting in 1970 with our flagship program, Meals on Wheels, Elder Care now provides multiple facets of support for seniors in the Big Bend. During our decades of helping the community, Elder Care's remarkable outcomes have been accomplished through generous community support and dedicated staff.

With one year and one global pandemic under my belt as CEO, I am still as excited as ever to spread the word about how we must help our aging community. Seniors, like persons of all ages, often prefer to live in their homes, independent, but connected to others, a pillar of care that Elder Care provides in all of our services.

I truly feel it is our duty to ensure that those who have come before us are tended to in their later years. That ethos was reflected in the tremendous amount of care we provided in 2020. During the pandemic, we pivoted services, enrolled more seniors into our



programs, provided more meals and telephone reassurance calls than ever before, and never slowed down in the face of daunting challenges. None of what we accomplished could have happened without the caring support of our community, and in the face of challenge, it was that backing that propelled us through a difficult but important year.

**Jocelyne M. Fliger, MSW** - 

## Keith Bowers - Board Chair's Message

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It's often said that a community is measured by how it cares for its elders. Over the course of events that unfolded during 2020, our community's ardent support, care and concern for our elders was on full display. In the face of the pandemic, ECS witnessed an outpouring of kindness and charity that made it possible for our amazing staff to persevere without compromising the quality of services.



# DEMOGRAPHIC BREAKDOWN

We serve clients 55+



## GENDER

66.4% of our clients identify as **female**.

33.2% of our clients identify as **male**.

<1% of our clients associated themselves with another identity.

## RACE

other/  
unknown

365

white

919

black

1,352



**2,636 Clients**



## SENIOR HIGHLIGHT

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Barbara, a client in our Meals on Wheels program, has a passion for the arts. She uses her projects to express her emotions with those closest to her and to release her feelings personally. As a self-taught artist with multiple mental disorders, Barbara thrives with this method of expression.

In March of 2020, Barbara reached out to Elder Care Services about receiving assistance through multiple services. With the COVID-19 pandemic, many seniors were left socially isolated and unable to leave their homes due to increased health risks. Like many older people in the Big Bend and beyond, Barbara was experiencing both physical and mental hardships due to the pandemic. Concurrently, she was also going through a complicated legal process with no support around her.

A case manager was assigned to Barbara and a thorough screening was performed to identify her unique needs. With Barbara being unable to leave her home, she began to receive full meals through the Meals on Wheels program and additional shopping assistance. Throughout the pandemic, her case manager has been working closely with her to assess her needs and give support throughout her legal process. When Barbara was in need of basic household appliances, the case manager assisted in finding the necessary goods. Ongoing and frequent communication between Barbara and her case manager ensured that the care plan continued to be the best support for her needs. Throughout time, they have established a strong tie that goes beyond her services.

She also started attending weekly counseling sessions with Elder Care Services' on-staff therapist. Barbara made her mental and physical health a priority by keeping her body and mind sound during the pandemic.

With these life-sustaining services, Barbara was able to live comfortably in her own home during the height of the pandemic. The compassionate care she received from Elder Care Services was a beacon of hope that showed her resilience during the COVID-19 outbreak.



# OUR SERVICES

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## Nutrition Services

Meals on Wheels (hot & frozen) are delivered on weekdays to homebound seniors and to 8 congregate meal sites.



## Elder Day Stay

EDS provides continuous care to adults with physical or cognitive concerns as well as respite for caregivers. Monday through Friday, 7:30am to 5:30pm.



## Senior Volunteer Program

Seniors 55 years or older are placed in vital volunteer roles that enrich the quality of life of the senior and their community.



## Senior Outreach Services

SOS Specialists are the first contact for seniors seeking help and may provide material aid as well as answer questions and connect seniors to appropriate resources.



## In-Home Services

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



## OUR 2020 IMPACTS

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**147,977**

meals were provided to seniors. That is an increase of over 27,000 meals from the previous year



47,379 hours of in-home care were provided to seniors



2,636 clients were served among all programs



14,151 wellness and screening calls were conducted to seniors requesting assistance



52 seniors were cared for at Elder Day Stay



1,623 bags of food were given to seniors from our food pantry

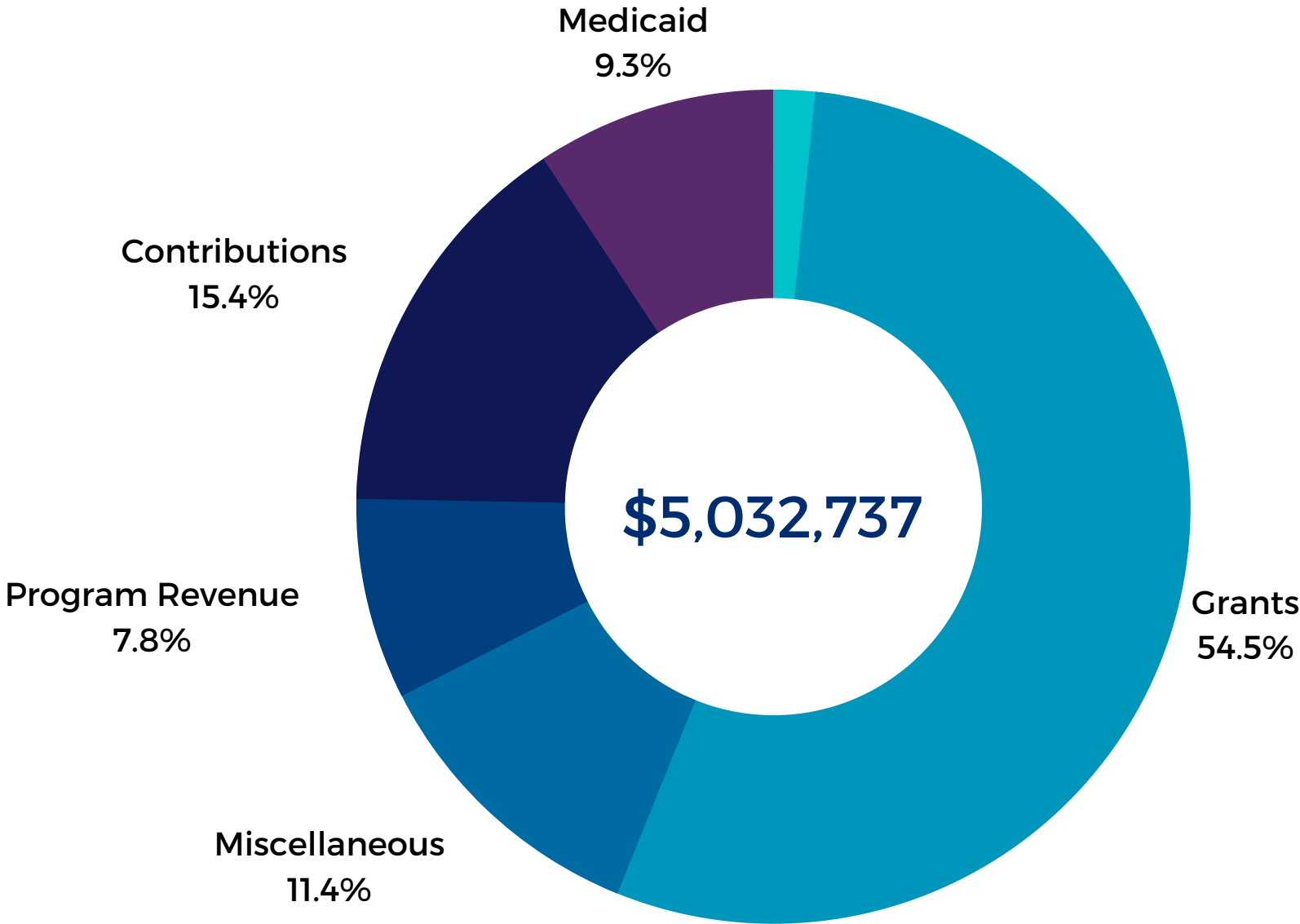
# FINANCIAL STEWARDSHIP

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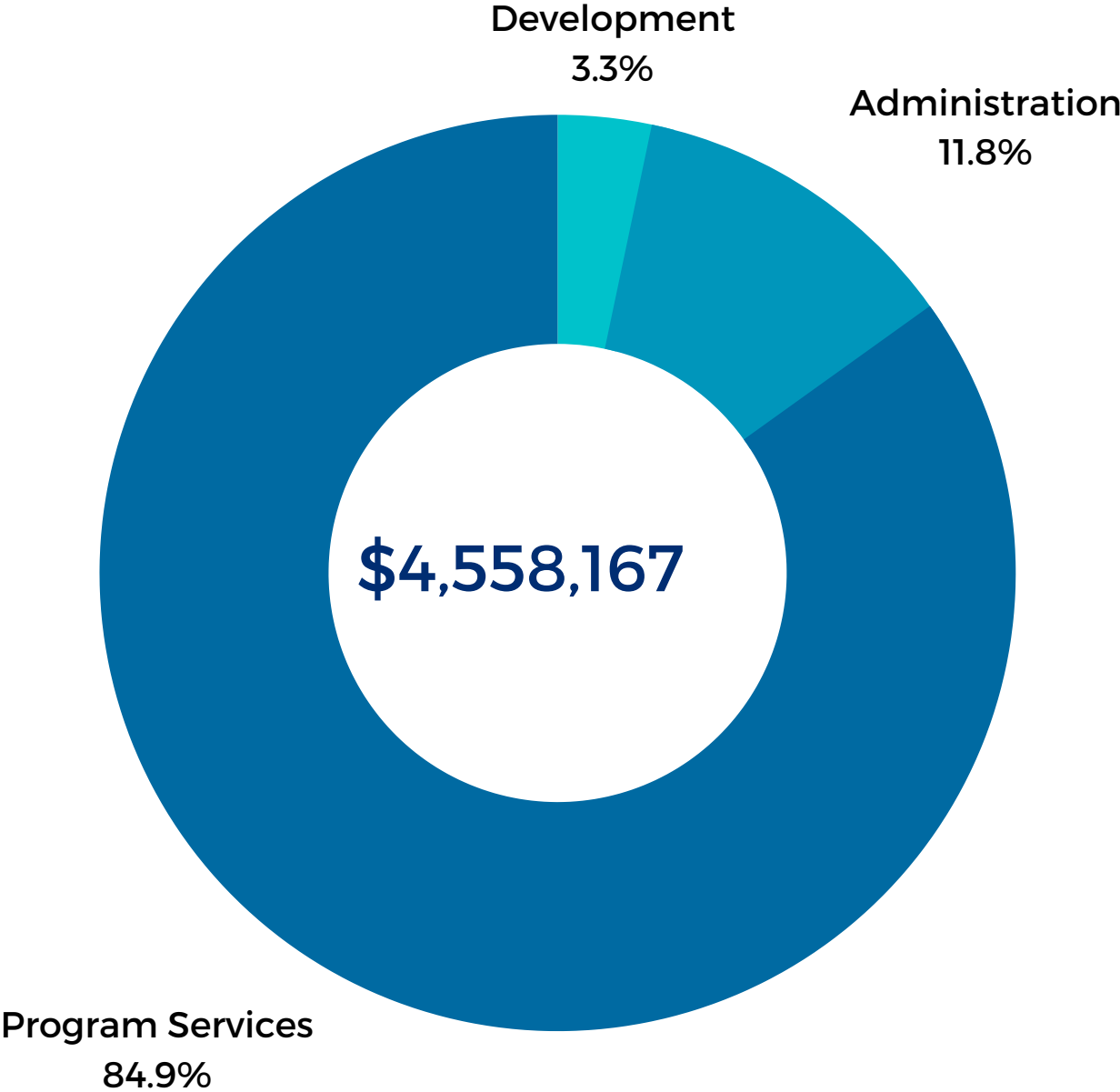
Elder Care Services is able to provide kind and compassionate care due to persistent grant pursuits, generous donors and many wonderful volunteers. Last year, we received \$185,472 of in-kind revenue to support our organization, which consisted of volunteer time and mileage, food, client supplies, and building space. We finished 2020 in a strong fiscal position with agency net assets of \$3,244,753.

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### Total Revenue



### Total Expenses



# OUR SUPPORTERS

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## Partners

Throughout the year, the generosity of our partners sustains our programs through a mix of in-kind and financial support. This support includes everything from event sponsorship to volunteer work - all contributing to our mission of providing community based, compassionate care to seniors in the Big Bend

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Cade Advertising, Inc.

City of Tallahassee

Community Human Service Partnership

Florida Department of Elder Affairs

Leon County Government

Marlin Coatings, Inc.

Masks for Tally

Meals on Wheels America

United Way of the Big Bend

United Way of Florida

United Way of Northwest Florida

United Partners for Human Services

WCTV News

WTXL ABC 27

Yellow Cab

## Endowment Contributions

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Mark Baldino Fund • Elizabeth O. Clemons Fund • James M. and 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 Fund





## Private Contributions

Whether a one time gift or a recurring monthly gift, the private contributions from our humble supporters ensure we have the necessary resources to serve the seniors of our community. We thank you for all you do!

### Philanthropists Circle (\$10,000+):

Charles A. Frueauff Foundation  
The McConnaughay Family Trust Fund

### Ambassadors (\$5,000+):

Anonymous	Killearn United Methodist Church
Bank of America Charitable Foundation	Michael and Donna Joyce
Capital Medical Society Foundation	Publix Super Markets Charities
Donna McBride and Marilyn Coe	The Thomas Family Giving Account
Florida Community Care	Truist Cares COVID-19 P4 Grant
Gulf Winds Credit Union	

### Champions (\$2,500+):

Anfield Consulting Group, Inc.	Marjorie R. Turnbull
AstraZeneca Pharmaceuticals LP	Mary Anne Bestebreurtje
Benjamin and Alicia Trexler	Metal Building Services, Inc.
Brown's Refrigeration and Equipment Company	OliverSperry Renovation
Capital City Bank Group Foundation	Right at Home Tallahassee
Capital Health Plan	TriEagle Sales
John R. Pettengill Ability Fund	

### Advocates (\$1,000+):

21st Century Council	Janet Ferris and Philip J. Padovano
Ann Kirn Memorial Fund	Jayne and James Klein
Anonymous	Jeffrey Mandel
Betti Rigdon	Kenneth Hemmerly
Christopher and Susan Smith	Law, Redd, Crona & Munroe, P.A.
Dr. Charles R. and Victoria A. McClure Fund	Leslie Dughi
Eli Roberts & Sons	Mark and Susan Baldino
Emily Millett	Merrill Lynch - MDWD Group
Ermine M. Owenby, Jr.	Mutual of America
Faith Presbyterian Church	New Image Christian Center, Inc.
FBMC Benefits Management Inc.	Norman and Donna Drake
Fellowship Presbyterian Church	Paul Kiernan
Florida AutoSport	Prime Meridian Bank
General Sheet Metal	Ray and Elisaeth Spencer
Harrison Commercial Properties	Ron and Carolyn Hobbs Family Fund
Hazel Rosser	St. John's Episcopal Church
Heuler-Wakeman Law Group, P.I.	Susan Platt
Holland & Knight LLP	Tallahassee Memorial Healthcare
Hopewell In-Home Senior Care	Tom Kirwin
James Leon	Trinity United Methodist Church

# OUR SUPPORTERS

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## Promoters (\$500+):

Carol Weissert

Centennial Bank

Charles and Barbara Allen

Dawn Brown

Duncan and Mary Moore

Florida Insurance Council, Inc.

Hearth and Soul Tallahassee, LLC

Hopping Green and Sams, PA

James and Leila LaCrosse

Jay and Mary Baker

Jessie Carpenter

Jim and Theresa Croteau

John W. Winchester

Jon H. Cramer

Julie Ferris

Kathleen Brennan

Kenna Study

Ketchum, Wood & Burgert Pathology Associates

Linda Sue Weeks

Malcolm Greenfield

Marian and Walter Moore

Maribel Lockwood

Mark and Barbara Licht

Mary Braunagel

Nelson Mullins Broad and Cassel

Pete Rizzo

Sachs Media Group

Samuel Garner

Sheila K. Salyer

Tallahassee Neurological Clinic

Tallahassee Rotary Club

Tamara Southworth

Thomas County Federal Bank

Tommy L. Mills

Trinity Revival Church

United Church in Tallahassee

Unity of Tallahassee

Virginia Glass

William Kohr





## Senior Administration

Jocelyne Fliger..... President & Chief Executive Officer  
 Michael Henderson..... VP & Kitchen Director  
 Nicole Ballas..... Chief Development Officer  
 Ramona Brookins..... Chief Financial Officer  
 Lexi de León..... Director of Elder Day Stay  
 Zoila Huston..... Clinical Director  
 Caroline Leitner..... Director of Human Resources  
 Matthew Vossler..... Director of Volunteers & Engagement

## Board of Directors

Keith Bowers, Chair • Victoria E. Heuler, Vice Chair • Jim E. Davis, Treasurer • Monique Akanbi • Linda Bianco • Elaine Bryant • Leslie Y. Dughi • Anita Favors • Alan Keesee • John P. Mahoney, MD • Jay Reeve • Shaia Simmons • Hella Spellman • Jamie Van Pelt • Merrill Wimberley

## Emeritus Board Members

Rubie Butterworth • W. Joe Downing • Janet E. Ferris • Stephen H. Grimes • Randy Guemple • Kenneth Hemmerly • Tom Kirwin • Carrimae G. Marquess • Abbey Maurer • Tommy Mills • Enn Ots • William J. Phelan • Randolph M. Pople • Sharon Weeden • Sue Weeks • Dreamal Worthen • F. James Wylie, Jr.

## OUR MISSION

For over 50 years, Elder Care Services has been fulfilling our mission to improve the quality of life for seniors and their caregivers in the Big Bend.

Our comprehensive services provide community based, compassionate care for a broad spectrum of seniors. For active seniors, we provide an avenue to stay engaged in the community through volunteering placement. For families beginning the aging process, we are an advocate and trusted resource. For frail and homebound seniors, we continue to provide a variety of services that promote independence and safety while individuals age in place.

 850.245.5925

 [www.eldercarebigbend.org](http://www.eldercarebigbend.org)

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