

"THE POWER OF TRUE GRIT"

How our solid foundation, based on our Three Pillars, kept our Organization strong and growing during difficult times.

2020-2021 ANNUAL REPORT

STATS

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518 volunteer hours served

178 total volunteers 26 elopements, 100% returned home safe & sound

1,032 Case Management hours 3,887 unduplicated served 508 ID Locator

patients served

95% of patients who exited day care DID NOT enter a nursing home

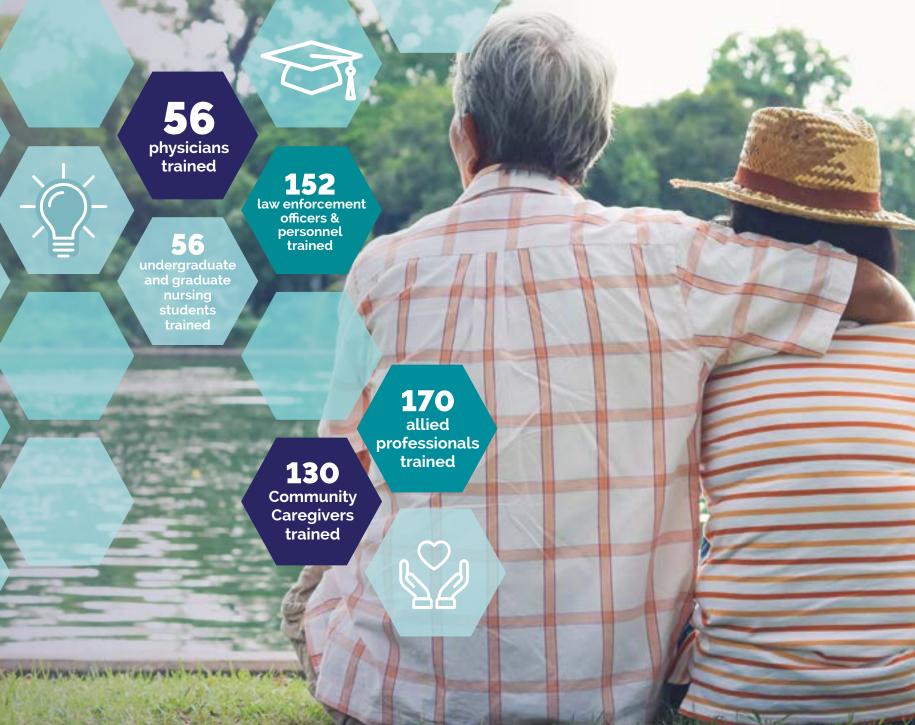
1,378 active cases opened 000

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1,823 total hours of service for ID Locator in Palm Beach, Martin & St. Lucie Counties

246,804 hours of care

provided at Specialized Adult Day Centers



TRVE GRIT:

THE THREE PILLARS

SAFETY/SECURITY · DIGNITY/INTEGRITY · WELFARE/WELLBEING





For those fans of the late, great John Wayne, there have been many of his lifetime quotes published worthy of note. There is one quote, however, that stands out with regard to coping with the past 18 months and its impact on the Board of Directors and the Organization:

"There's right and there's wrong. Y' gotta do one or the other. You do the one and you're living. Do the other and you may be walking around but you're dead as a beaver hat." John Wayne as Davy Crockett, "The Alamo".

We believed that staying operational within all sectors of our services and resources was imperative for preserving our families' safety and security as well as ensuring their welfare and wellbeing, as we traditionally do. Knowing that our families' dignity and integrity could be in jeopardy during the pandemic, those possibilities were not acceptable, hence we never discontinued those services upon which our families rely. As you read the following pages within this report, you will see that we retained the preservation of our Three Pillars and standards of practices such as:

- 94% of funds expended went directly to services and resources
- 6% of the funds went to Management and Fundraising

- Out of 458 patients served in our Specialized Day Service Centers only 12 were admitted to a skilled nursing facility
- With families experiencing a 30% increase in elopement events, all patients in the ID Locator Service were returned home without injury
- 100% of staff are now vaccinated, which protects both our staff and families/patients. Our gratitude to them for valuing the safety and security for all.
- We operated our Day Centers with only minimal interruptions and with safety protocols maintaining the health and safety of our patients

Yes, that evidences our "True Grit" as a true believer in "where there is help, there is hope". And to all of you who have received this document, our eternal appreciation to you for supporting our work and mission so that we were empowered to sustain these promises that you have endeared to our families.

We endeavor to continue to earn and deserve your support through adherence to the Three Pillars.

Respectfully,

Robert J. Sorman

Many M. Barnes

Robert J. Gorman, Esq. Chair of the Board of Directors

Mary M. Barnes President & CEO

What do the **THREE PILLARS** mean to you?





"The three pillars represent a complete and comprehensive model of services and care for both the patient and caregiver." *Mike Valdes, Vice President of Finance*



"To me it means what we strive to do every day, wrapping our arms around caregivers and patients embracing them with support and dignity. Upholding these standards to enrich the lives being ravaged by Alzheimer's disease." *Paula M. Menigoz, Director of ID Locator Service*



"I view the Three Pillars as emerging from the coordination of our core services. Each pillar vital to supporting our mission to promote and provide family-centered, community-based care.

Ensuring safety and security, dignity and integrity, and welfare and wellbeing for patient and caregiver are the components

of the help we provide, and the hope engendered.

The Three Pillars underscore our Organization's innovative Model of Care, a model proven to enhance and enrich quality of life for both patient and caregiver.

The Three Pillars frame our commitment to engage, educate, and collaborate with community partners in health care, social services, law enforcement, and business, weaving the safety net essential to families as they navigate the progressive course of Alzheimer's disease and the related neurocognitive disorders." *Dr. Karen L. Gilbert DNP MS RN, Certified Dementia Practitioner (CDP), Vice President, Education & Quality Assurance*



"When you think of 'pillars', I initially think of Roman ruins, where only the pillars are left standing two thousand years later. Pillars should be the last thing in an organization to crumble. They represent the priorities and principles that we have built the foundation of our Organization upon. These priorities only become pillars if those priorities endure. They are meant to be repeated and remembered far and wide by every team member, patient, family, Board Member,

volunteer, and all that we have touched in some capacity.

One of the questions that we get asked often times in life is, so, "what do you do, or what does your Organization do?" The three pillars come first to mind when I think about the answer to that question. I have embraced the commitment to safety and security, welfare and wellbeing, and dignity and integrity and I will continue to embrace these strategic pillars going forward. Armed with this foundation, I will always have a thoughtful, considered answer to that question." Jessica Zehetmaier, Vice President of Human Resources



"Alzheimer's Community Care provides services and assistance to ensure patients and families are safe, healthy, needs are met and treated with respect and professionalism at all times." Danielle Worley, M.S., Director of Case Management



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Every patient in an elopement event was returned home safely without injury

Alzheimer's Community Care's Healthcare Heroes are committed to safety



ANDSEC Mildred*, who is among one of the 38 people in our Live Alone Program went to a routine doctor appointment. On her way home she realized she was almost out of gas, and she pulled over. Thankfully, her stop put her in front of Trooper Capo. She asked Trooper Capo if she could use his cell phone. He obliged and quickly realized that things weren't as they seemed. She asked multiple times for his phone when it was already in her hand. Mildred could recall countless things from long ago, from her past days in NJ and beyond. Trooper Capo became aware of red flags during his conversation with Mildred. He recalled his wife, who once worked with the elderly community, talking about her experiences. She told him that a lot of times these patients had great long-term memory and the short-term memory was what suffered.

He called into dispatch to make sure she wasn't a missing person. She wasn't. He found out that she had a suspended license and registration. He then asked for her phone number and Mildred couldn't recall it. A colleague with Trooper Capo noticed the bracelet on her arm. They were able to call the number on the back of the bracelet which connected him to SafetyNet, who gave Trooper Capo the phone number to Alzheimer's Community Care. He immediately reached out and was put in touch with Connie Douglass, the Live Alone Program Manager and Erika Turke, RN, Family Nurse Consultant both with Alzheimer's Community Care. They advised Trooper Capo to ensure she was safe, and the best option would be to have her transported to the hospital. He was able to wait with her until the ambulance arrived. Connie, our Live Alone Program Manager, rushed to meet the ambulance at the hospital. When Connie arrived, Mildred was very upset. Connie was able to reassure her and make her comfortable. She was the familiar face that Mildred needed to see. This is what we do. We take care of our patients. Meanwhile, Trooper Capo was able to call Mildred's family to make arrangements.

We are truly thankful for Trooper Capo and his incredible instincts. This story is one of the many we hear regularly where a bracelet has saved someone. This is our team: law enforcement, SafetyNet and Alzheimer's Community Care. We work together to keep our patients safe always. **Please note: The name of the patient has been changed to protect her privacy.*



Reassurance calls took place throughout the pandemic Meet Betsy^{*}, who turned 100 this past July. You would never even know it. She is full of life and enthusiasm, and she is the Ft. Pierce center's resident social butterfly. Program Assistant Elizabeth says, "she can do chair yoga poses better than all the staff" which isn't hard to believe once you see her in action!

Thanks to the large array of physical, cognitive, and social activities, Betsy's family states "she is so much better since she started attending" the Fort Pierce Day Care Center. They say that "she looks forward to attending and socializing with her friends, it gives her purpose." She enjoys bingo, crossword puzzles and goal-oriented tasks. She loves word searches so much that one might even call her an expert. Betsy currently holds the championship status of our cognitive activity "Name the Ages". She is an active part of the Fort Pierce Day Care Center and is a huge help to all, especially when welcoming newcomers to the group. When you ask Betsy the secret to staying young, she says "age is just a number", though it could also be a bit of sibling rivalry, as her sister is 103.

At Alzheimer's Community Care, we consider the patient and the caregiver's welfare and wellbeing every step of the way. We host music and art therapy, dance, physical, cognitive and social activities, chair exercises and so much more for the patients while at our Day Service Centers. We also host support groups for caregivers as we truly understand the challenges they face daily.

We are so thankful to have patients like Betsy in our care. Her welfare and wellbeing are of utmost importance to all of us. *Please note: The name of the patient has been changed to protect her privacy.



Community health professionals utilized our original home study programs



The Organization's Education program continued virtually throughout the pandemic

2020-2021 ANNU,



Caregiver toolboxes and Robotic Pets helped our patients and families











IN,

Just over three years ago, John*, a former fashion designer, began experiencing difficulties with focusing and completing tasks that he had previously handled with ease. His wife Nancy decided it was time to see a doctor and John was diagnosed with Alzheimer's disease. They learned of Alzheimer's Community Care where they met with Family Nurse Consultant Sandra. Sandra began providing John and Nancy with help and hope for this new chapter in their lives. She had John outfitted with an ID Locator bracelet and enrolled him in the Specialized Adult Day Center, filling his day with therapeutic activities, like music, art, and socialization, giving Nancy a much-needed peace of mind

AND

Your generosity provides HOPE to people like John and Nancy. *Please note: The name of the patient has been changed to protect his privacy.

that John was safe and happy.





You came to be involved with Alzheimer's Community Care through Leo & Anne Albert. Why do you believe our mission and model of care spoke to them?

In the final years of her life, Anne Ross Albert suffered from Alzheimer's disease and bladder cancer, which caused her death. After Anne's death, Leo learned about Alzheimer's Community Care and their day care services. In the fall of 2007 Leo revised his will. Among the revisions were bequests to several charities including Alzheimer's Community Care. Before Leo made his decision, he visited one of the day care centers. He was impressed by the level and variety of activities that were available to the patients and the level of care provided by the staff. The Organization's mission was not only to assist the patient but the caregiver, as well. He was certain that Anne's time at the nursing home may have been avoided had he known about Alzheimer's Community Care and that it would have allowed for more time for them to be together. He wanted to provide to others what he and Anne had missed as patient and caregiver. His enthusiasm guided me as messenger in fulfilling the Trust's mission: "To help people".



We are grateful to how you make things so beautiful through renovating or building our Alzheimer's Specialized Service Centers. Can you tell us why interior design aesthetic is important to you?

I believe that interior design aesthetic is important to the comfort of the patients as well as the staff. Patients enter a new environment upon arrival at the day care centers. It is important that there be a sense of welcome and warmth to avoid confusion and agitation, which in turn allows the staff more time to ease the adjustment to the new environment. It is also important for the caregiver to have a sense that his/her loved one has surroundings that are not institutional and where there is individual attention and truly loving care. The aesthetics provide comfort to the caregiver, as well. It confirms the decision that both the loved one and the caregiver will benefit from all that the day care center provides.

You are also a large supporter of Alzheimer's Community Care's Education projects. What do you envision the legacy of this work to be and how it will impact future generations of families facing Alzheimer's disease?

Is there a family in this country that has not been affected by the tragedy of Alzheimer's disease? The family, with a sense of guilt, often places their loved one in a nursing home, assuming there is no alternative. This is where the importance of the educational projects conducted by Alzheimer's Community Care becomes evident. First, they serve to bring attention to the Organization's message to families that there is an alternative that will provide for both the welfare of the patient and their family. The number of family caregivers attending the annual Education Conference is always impressive. Their questions and revelation of issues being confronted is touching. They are seeking guidance.

It is equally important to educate the physicians and professional associations as to the services offered so that they can advise the patient's family that there is an alternative to nursing homes. It is imperative that we bring greater attention to the need for expansion of this model. It is my hope that professional associations will exert their influence on government agencies from county to federal levels to assist in making known that this model is available and much needed.



THANK YOU TO OUR



Grace Lutheran Day Care Center would like to offer a very Special Thanks to:

- Grace Lutheran Church's congregation and faithful leader Pastor Cris Escher who envisioned and built this amazing new facility in Port St. Lucie
- The funding was provided by The Leo and Anne Albert Charitable Trust whose name is on the front of the building
- The William and Helen Thomas Charitable Trust whose names will be memorialized in the Memory Garden, "Our flowers are those who walk its paths, its elements are the dignity it sows", and Family Nurse Consultant's Office "A glimmer of hope glows brightly with help"
- The Ted and Marie Boulle Trust, the Activity Room is "Building bridges to hope"
- Florida Senator Gayle Harrell who is one of our most valued Legislators, the Program Nurse's office, "Love begins by taking care of the closest ones, the ones at home"
- St. Lucie County Commissioner Linda Bartz, Program Manager's Office, "The greatest of humanity is not being human, but in being humane."

\$75,000+

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MARY M. BARNES, PRESIDENT AND CEO

TO HAVE "GRIT" MEANS YOU HAVE COURAGE, DETERMINATION, AND EXHIBIT STRENGTH OF CHARACTER. "TRUE GRIT" FURTHERS ON THAT DEFINITION TO SHOW PASSION, PERSEVERANCE, FIERCE LOYALTY, AND COMMITMENT. THE TERM ROSE AS A COLLOQUIALISM BASED ON THE LITERAL MEANING OF "GRIT": A SUBSTANCE THAT PROVIDES TRACTION WHEN USED ON A SLIPPERY SURFACE.

The COVID-19 pandemic was our slippery surface.

Since the beginning of the pandemic in February 2020, the Organization has had to enact numerous new actions, policies, and procedures to ensure traction or grit in the continuously changing environment. The driving force for all the changes has been the Organization's three pillars:

- Providing dignity and integrity by remaining operational throughout the COVID-19 pandemic.
- Continuing to foster welfare and wellbeing through the growth of our services and resources during a time of increased barriers to productivity and capacity.
- Ensuring the safety and security of our staff, patients, and families through vaccinations, for which 100% inoculation of staff has been achieved.

Despite new regulations and daily concerns regarding the deadly virus, the Organization was still able to accomplish incredible feats through grit and determination. Items of major note were:

 Sponsored our first statewide webinar on caring for patients during all stages of the disease process Established 16 home study courses for those requiring professional continuing education credits to sustain their professional license, with more courses being developed. These courses are sponsored by the Addison Hines Charitable Trust.

Envisioned and built an amazing new facility in Port St. Lucie, with the support and vision of the congregation at Grace Lutheran Church, the Leo and Anne Albert Charitable Trust, the William and Helen Charitable Trust, the Ted and Marie Boulle Trust, Florida Senator Gayle Harrell, St. Lucie County Commissioner Linda Bartz, and many more.

To accomplish such tremendous feats during a time of crisis shows True Grit through steadfast commitment, tenacity, and compassion. This Organization continues to go places where no one has gone before, which is forged within the heart of its Founders, Board of Directors, staff, donors, and believers who make our promise of "where there is help, there is hope" thrive.

As our Strategic Principle states, "we place a safety net around our patients and caregivers every day." We do this with firmness and solidity of character, indomitable spirit, and stamina. We do it with True Grit. Our partners that host our 12 Specialized Day Service Centers, and the Baxter Foundation that hosts our Headquarters office since 1997 definitely help to provide that grit as well.

The Organization serves hard to reach communities, non-English speaking populations, and those most vulnerable through our commitment and compassion. Our True Grit. We have the design and dedication to help families live with Alzheimer's disease and other neurocognitive disorders, not just die with it. The elusive cure for this disease has led us to instead focus on tools to survive with the disease, inclusive of educating the medical community on those evolving tools. Alzheimer's Community Care is one of those tools. Our Family Nurse Consultants. Our ID Locator Service. Our Educational Services. Our True Grit.

I want to end this article with a humble thank you and to continue to believe in the journey, which is supporting our caregivers, patients, and their families throughout the duration of the disease process. Until that elusive dream is met not only to find a cure, but to lessen the pain that happens when those words are spoken, "you have Alzheimer's disease." We have the TRUE GRIT to make it happen, all we need is you.

QUOTES FROM CAREGIVERS

BOCA RATON

When my lovely mother was diagnosed with Alzheimer's disease, I was devastated. I have the most wonderful mother in the world, and I knew that I was going to care for her. We moved mom into our home, and pondered on what we would do. My husband and I both needed to work and couldn't afford a full or part time nurse. We also didn't want to isolate mom during the day when we were working and wanted to be confident that she was well taken care of.

Our prayers were answered when I was put in touch with the Alzheimer's Community Care in Boca Raton. What a relief, we could both continue to work and know that mom was going to be very well taken care of. I was so impressed with the staff that I felt certain immediately, I had made the right decision. That was almost 10 years ago, and I am living proof that with the help of Alzheimer's Community Care we and our loved one can continue to thrive and live normal lives despite the effect of this devastating disease. I am so thankful to Alzheimer's Community Care.

LAKE WORTH

Walking into the Day Care Center each day with my mother is like opening a door and all this sunshine comes pouring out on you. From the first time I talked to Paula on the phone, she had such a calming voice and presence. My husband and I along with mom went for a tour. You could tell this was a special place to be when we were greeted by everyone saying "Hello Phyllis" then they included my mom in a sing along. The staff is always working on wonderful crafts and I look forward to their monthly wish list to see what I can find. They are a ray of sunshine and I hope some of it will shine down on me.

PALM BEACH GARDENS

My mother loves coming to "the church" every day when I go to work. She enjoys the people there and feels useful, happy and always comes home in a good mood. The peace of mind that I have knowing my mother is in good hands makes the minor inconvenience of taking her there seem trivial.

WEST PALM BEACH

Your facility was a god send to my family and dad. The staff gave us answers and solutions to ease his pain and comfort my family. What I found was warmth, compassion, courtesy and respect. We could see a steady improvement in his gait, attitude, mood and general health. His eyes began shining and he began smiling again which is something we hadn't seen in a long time. He started to gain weight again. We witnessed a frail father come back to life.

STUART

For the last 4 years my wife and I have had a much better quality of life. Thank you for the help of the Day Care and staff. I will always be in your debt. Thank God for Alzheimer's Community Care and the support group.



Alzheimer's Community Care promotes "COGNITION: The Sixth Vital Sign"

Currently, there are neither medical principles for identifying cognitive impairment at its earliest manifestation nor a standard for action to take when a patient's cognitive impairment is recognized.

Establishing a measure of cognition as a routinely assessed vital sign established a foundation for medical principles for:

- Screening and early recognition of cognitive impairment
- Comprehensive evaluation
- Differential diagnosis
- · Individualized and therapeutic care planning

Currently, the majority of patients are diagnosed when already in the middle stage and modern medicine remains without cure or substantive disease-modifying treatment.

Identifying the disease early provides a far greater opportunity for multifaceted, individualized approaches that have a much greater chance of mitigating disease progression, providing more years of independence and health, and overall enhanced quality of life for patient and family.



For more information visit: www.alzcare.org/cognition

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Despite the challenges presented by COVID-19, Alzheimer's Community Care's programs and services remained uninterrupted.

The Organization and its dedicated employees remained committed to providing families with the care and support needed to work through these times of stress and social isolation. Keeping the Organization's twelve Specialized Alzheimer's Day Service Centers open during the pandemic has been critical for caregivers as they navigate their "new normal."

Our Day Service Centers remained open because of the overwhelming generosity through the CARES Nonprofit Assistance Program from the Town of Palm Beach United Way, United Way of Palm Beach County, United Way St. Lucie County, Hobe Sound Community Chest, and The Community Foundation Martin-St. Lucie. Funds

TOGETHER WE BRING HELP AND HOPE

were provided to purchase supplies and equipment necessary to maintain infection control and keep our patients, caregivers, and staff free of COVID-19.

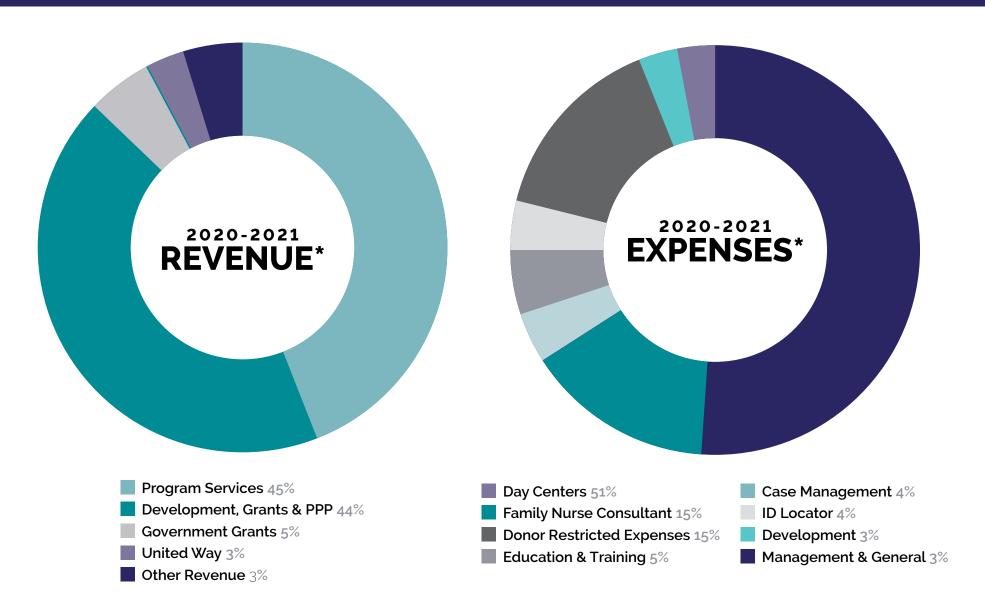
The true representation of impact is best expressed through a caregiver's testimonial.

I kept my sister home from the day center for the first three months because I was so worried about her getting COVID-19. That was the worst thing I could have done for her. I watched as she slowly declined and lost interest in the things she used to love. I am so thankful for your weekly calls of encouragement, providing me with the updates in the day center, and telling me about the controlled environment you have there and the safety precautions in place. I could not believe no one was getting the virus. On her first day back, I noticed that she had that gleam in her eyes again; she had a purpose. Within a few days, her interest in painting returned; she wanted something to do with her robotic pet Goldie again and even started bringing her back to the day center. Now all she talks about is her love for the center and what she does there.

Working together, we bring help and hope to thousands of families as we lift some of the caregiving burden from families and fortify them to live in the community with dignity and safety.



FINANCIALS



| 2020-2021 REVENUE* | *unaudited figures |
|------------------------------|--------------------|
| Program Services | \$3,771,451 |
| Development, Grants & PPP | \$3,718,683 |
| Government Grants | \$401,810 |
| United Way | \$252,957 |
| Other Revenue | \$246,608 |
| TOTAL | \$8,391,509 |

| 2020-2021 EXPENSES* | *unaudited figures |
|---------------------------|--------------------|
| Day Centers | \$4,321,171 |
| Family Nurse Consultants | \$1,224,013 |
| Case Management | \$300,893 |
| Education & Training | \$411,716 |
| ID Locator | \$334,414 |
| Donor Restricted Expenses | \$1,297,246 |
| Development | \$282,777 |
| Management & General | \$219,279 |
| TOTAL | \$8,391,509 |



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Since 1996, Alzheimer's Community Care has been providing services and hope to Alzheimer's patients and their family caregivers, allowing them to stay safely at home and in the community.

If you or someone you know is living with Alzheimer's disease or any other neurocognitive disorder, please contact us today.

HOPE IS HERE.



FNCs also facilitate Caregiver Support Groups.

For more information, visit www.alzcare.org/supportgroups

The ID Locator Service Department offers several safety tools, including a customized Medical ID Bracelet.

For more information, visit www.alzcare.org/bracelets

