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Agenda Item # 9 C
11/20/17

***Our Vision:
A caring community committed to
strengthening lives and creating positive futures.***

October 23, 2017.

Mr. Chris Comstock
Chairman of the Board of Directors
Area Agency on Aging of Pasco-Pinellas Counties, Inc.
9549 Koger Blvd.
St. Petersburg, FL 33702

Dear Mr. Comstock:

The Board of Directors of CARES would like to express our most sincere appreciation for the longstanding business partnership that CARES (Community Aging and Retirement Services, Inc.) and the AAAPP have maintained for over 35 years. As you may know, CARES is a charitable, not for profit 501(c)(3) corporation that provides quality and caring services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social and supportive services. We work with health professionals, families, volunteers, donors and businesses who want our elders to age positively and with dignity.

At this time, we are respectfully asking for your understanding - and your professional intervention - concerning a serious financial matter affecting our organization. CARES was fined \$5,400 during the month of September 2017 due to a managerial oversight that occurred when CARES submitted a report in an untimely manner while our management team was dealing with the aftermath of Hurricane Irma.

While we admit in general that a fine for a late report is technically appropriate pursuant to our contractual obligations with the AAAPP, please be assured that we immediately submitted the report at issue within one day of its September 18th due date. We are asking here for leniency on the part of your Board and the AAAPP - especially in light of the unique emergency weather-related circumstances as detailed herein. Our request is that the fine be waived, but, you can be assured that CARES has and will continue to have the utmost respect for AAAPP rules.

We understand that some other agencies have waived certain fines in light of this particular natural disaster, and we are hoping that our past positive record and positive working relationship with the AAAPP will mean something to your Board and the AAAPP in this case as

this issue is reviewed. In addition, while all reports to be submitted to the AAAPP are certainly important and we fully respect all AAAPP deadlines, the particular report at issue here concerned CARES' "internal" procedures for clients on a waiting list for services, as opposed to critical information that could immediately affect the lives or well being of our clients if not submitted on time.

As you can imagine, we are truly devastated that we have been fined - this is not something that has ever before occurred.

In sum, the \$5,400 fine recently levied against CARES represents a full 2% of CARES' CCE allocation. It was levied for one day of tardiness in submission of an internal report, and, that managerial oversight occurred during a terrible time of unprecedented storm issues. You will recall that both agencies were closed around this time and that things everywhere were hectic. Please consider the circumstances and please be assured that this oversight was clearly not CARES' "business as usual". In addition, we offer our heartfelt apology for the tardiness.

Again, we recognize that our contracts allow for the fine, but, we are hoping for special consideration due to weather and other particular circumstances at play here. With all due respect for the AAAPP, your Board, and the AAAPP Regulations, procedures and contracts, we respectfully request that this fine be waived. Every dollar at CARES certainly counts when we are doing our very best to care for our vulnerable clients.

Respectfully,



Phyllis Bross, Esq.
Board Chair



Rebecca Bell, Esq.
Vice-Chair



Annette Damey, M.B.A.
Secretary



Bobbi Tafara
Treasurer



Gregory Gay, Esq.



Terry Haas



Michael Clark



Mary Ann Finneran

Leigh Massengill
Leigh Massengill, RN, MBA

Barbara Sharp
Barbara Sharp

Michael J. Ciminna
Michael Ciminna

Steven F. Spina
Steve Spina, PhD

D. Dee Thomas
Dee Thomas

Eugene Williams
Eugene Williams

Cc: Jemith Rosa, CARES President-CEO
Charles Sobel, CARES CFO
Ann Marie Winter, AAAPP Executive Director
Katherine Guy, AAAPP CFO