



August 4, 2021

Ann Marie Winter
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Blvd N #100
St. Petersburg, FL 33702

Dear Ms. Winter,

This letter follows previous communications regarding our management of the Older Americans Act (OAA) Counseling Program. Last fiscal year, we expressed our concerns relative to the continued loss of revenues incurred by Gulf Coast JFCS as the contract amount is insufficient to cover the true costs of implementation. As a result of COVID-19 protocols and approved procedures for the provision of services, higher rates were approved and providing services via the phone was acceptable. We were able to minimize "windshield time" during which employees were paid to drive to sessions. At that time, we agreed to provide another year of services while determining whether these changes, if sustained, would greatly reduce our revenue losses.

This year, due to a more formal definition of telehealth and related requirements, we will not experience these savings as we cannot ramp up services in a cost-effective manner to move forward. Additionally, we have had difficulty hiring Pasco-based staff, and the defined terms of telehealth discouraged some clients from engaging in services altogether. It is our understanding that we must provide services in both Pasco and Pinellas counties in order to maintain the contract. As we are not able to operate the program in a closer to break-even status, it is our plan to continue providing services during this contract year and to discontinue our management of the OAA Pasco/Pinellas program beyond the current contract year. We recognize the impact this will have on clients and will spend the remainder of this calendar year, providing continued counseling while supporting the transition in services to any future vendor chosen by AAA.

We value our relationship and our long-standing partnership, and have not reached this conclusion lightly. We appreciate that your hands may be tied relative to the limited funds awarded in this contract.

Regards,

A handwritten signature in black ink, appearing to read "S E B", is written over a thin blue horizontal line.

Dr. Sandra E. Braham, President & CEO