

Senior Community Services' (SCS) Mission: To promote independent, meaningful living for older adults through direct services and programs in the home and community.

# SCS Connection



## SPECIAL ANNUAL REPORT EDITION – FISCAL YEAR 2017

### Senior Center Accreditation

By Rennie Cohen, Aging Positively LLC

Senior Community Services has spent the past two years preparing its four senior centers for their third accreditation by the National Institute of Senior Centers. It has involved the participation of over 60 people agencywide to complete the process. To become an accredited senior center, nine different areas are examined to see if a center is meeting the standards that have been set as part of the process. The topics under scrutiny are:

- Purpose and planning
- Community connections
- Governance
- Administration and human resources
- Program planning
- Evaluation
- Fiscal management
- Records and reports
- Facility and operations

For SCS, the preparation was divided into two separate processes. The first was in 2015 at the individual centers, with an Accreditation Committee that examined what was unique to each of them. The areas they addressed were their own community connections, program planning, and facility and operations.

In 2017, the remaining topics were studied by an agencywide Accreditation Committee that was divided into subcommittees. Participants were asked to serve where they could best share their expertise. All the committees that were involved were made up of center members, Board, staff, and community representatives. Everyone was considered a stakeholder in maintaining SCS as a strong community-based agency focused on the needs and desires of older adults in Delaware County.

Each topic had a series of questions that had to be answered to accurately reflect where the centers are now. It was an opportunity to fine-tune some of the practices at SCS and add new ones where needed. Once all the work was completed, the responses were placed into an accreditation manual and sent to the National Institute of Senior Centers to make certain everything that was needed for the final review was included.

Once that requirement was met, SCS sent the appropriate manuals to the on- and off-site peer reviewers who were selected to determine if SCS's four senior centers should be reaccredited for the third time. On

December 4th and 5th, 2017, Friendship Circle and Good Neighbor hosted Susan Gregory as their on-site reviewer, and on December 13th and 14th, Chester and Schoolhouse hosted Bob Pitman as their on-site reviewer. Ms. Gregory and Mr. Pitman are retired center directors, Susan from Salt Lake City, Utah and Bob from Columbus, Indiana.



After spending their days at the centers, the on-site reviewers had conference calls with their assigned off-site reviewers to discuss their findings and their recommendations. At the exit interviews, there were a few pieces of additional information that were requested and easily given to the reviewers. A meeting of the Accreditation Board will be held in January to vote on whether to approve the reaccreditation of all four SCS senior centers.

Why is this process so important to SCS?

There are several benefits that SCS receives as an accredited senior center.

- Reviewing each of the standards that are part of the SCS operation keeps us current and fresh, rather than continuing practices that are no longer the right fit for the people and the communities we serve.
- Involving SCS Board members, Advisory Council members, staff, and community representatives in the process, discussing what is happening at the centers now that should be kept and bringing new ideas for the future ensures that the centers remain relevant.
- Retaining the accreditation manual at each site provides important operational information for the staff, advisory councils, and members. Almost everything related to the operation of these areas is written down instead of being stored in people's memories.

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## CHESTER SENIOR CENTER



610-497-3550 / 721 HAYES STREET, CHESTER, PA 19013

*Jamee Nowell-Smith, Center Director*

### Growing Senior Center Programs Through Intergenerational Partnership

When we think about intergenerational programs, we often think of elementary school children connecting with older adults, enriching both generations through activity and interaction. Well, the Chester Senior Center partnership with Widener University is an intergenerational program with young adults that has been nothing but rich and rewarding! Working in collaboration with the Widener University Pride Site Service Team, students from various backgrounds and areas of study are assigned to the senior center. In order to complete a requirement of 180 service hours, the students provide ongoing community service to the center in numerous ways.

Through this partnership, the senior center has been able to expand existing programs and begin new programs and services. For example, students have taught computer classes such as Using the Internet, and Smartphones, Tablets, and iPads. Students provide weekly one-on-one computer instruction, develop in-house marketing materials, conduct research for programming, and lead center programming. The most exciting facet of this relationship is the ability to expand our outreach and fundraising efforts through the maintenance of our Facebook page, the creation of Chester Senior Center's Instagram page, and

growth of our e-newsletter! The students have worked diligently to implement on-campus fundraisers that benefit the center programs. They are also making valuable connections with community partners and businesses, obtaining support that helps keep the center going.

This collaboration is beneficial to the growth of the senior center and provides vital community-learning experiences for the students, who can use these skills in their future careers. In a world where generations are increasingly disconnected, we are so glad to be connected through this wonderful intergenerational program.



### CARE MANAGEMENT

## Care Management: Helping Older Adults, One Person at a Time

*By Trindy S. Grundy, Director of Long Term Care Services*



For the past 40 years, SCS care managers' focus on helping older adults remain in their homes has been a major part of SCS' mission – "promoting independent, meaningful living for older adults through direct services and programs in the home and community."

SCS' Care Management team must recognize urgent and immediate risks that many older adults living in the community face, especially those living on their own, with limited income, and no family or formal support. During initial assessments, care managers evaluate factors that influence the care any individual may need: access to food, socialization, and behavioral health, to name a few.

While care managers approach cases with a holistic view, with the most up-to-date training, technology, and resources, in certain situations care managers can expedite care by quickly addressing new challenges using their own skills and resources.

Maureen Epps is not only a care manager but a Master's level social work student at Widener University. Ms. Epps recently had the opportunity

to apply her training experience and knowledge of resources to a consumer's case. She ultimately succeeded in providing the consumer the right help, and achieving a common goal amongst those receiving care from SCS: returning to their community.

Maureen's consumer, "Ms. T.," faced many new crises following her husband's passing, the most pressing of which was a mental illness resulting from the recent loss. A neighbor referred Ms. T. to COSA because of some noticeable difficulties Ms. T. was experiencing, including poor nutrition and a generally confused mental-state. "When I first met Ms. T., she didn't know what day it was or where she lived," said Maureen. Unable to contact Ms. T. by phone, Maureen paid her a visit. Within an hour of meeting Ms. T., Maureen's training experience prepared her to counsel Ms. T. on the necessity of treating both her mental and physical ailments, utilizing partner agencies in the community.

Maureen is excited to say, "Ms. T. is back home and doing well. She has managed to call me on a weekly basis and report how grateful she is to have a support system in the community that cares about the well-being of its members." SCS care managers have the tools to help keep older adults in the community, one success story at a time.

**For more information, please contact Trindy Grundy, Director of Long Term Care Services at (484) 534-2050 or [tgrundy@scs-delco.org](mailto:tgrundy@scs-delco.org)**





610-237-6222 / 1515 LANSDOWNE AVENUE, DARBY, PA 19023

*Christine Helmandollar, Center Director*

## Barbara Consorto – “A New Light for the Center”

**K**nowledgeable and welcoming are the first impressions that an attendee has when meeting volunteer instructor Barbara Consorto for a session of “Help with Gadgets.” The program occurs on the first Wednesday of each month at Friendship Circle Senior Center.

Starting her volunteer work as a driver with the Aging at Home transportation program, Barbara agreed to extend her volunteer work to helping others with technology. Why does she serve? She was inspired after joining the Aging at Home program and taking advantage of the handyman services. “He was great! I was truly inspired by Steve and his true lending hands to help me with a household project.” Barbara’s background includes teaching English and reading in the Philadelphia school system for 31 years. During that time, she spent two years as a language arts consultant in West Philadelphia and 20 years at Bok Vocational Technical School. After teaching, she worked in Elwyn’s community-based children’s mental health program for 13 years and as a home health aide for a disabled friend.

Barbara understands the meaning of building community, and that it includes lending a helping hand. She hopes that other people will be

inspired to step up and share their talents and helping hands with various center programs and services. Barbara is a light for the center staff as well because she offers something new and innovative. She offers something that fellow seniors want to get on-board with and learn. Instead of offering numerous computer classes with a course curriculum to follow, the center is building help sessions and taking a new direction by having the computers in the dining room to encourage daily use.

Monthly classes have been running since October 2017 and provide the personal help that so many of us need with our new devices, whether it is a cell phone, iPad, or gadget. Barbara even welcomes questions about regular PC monitors. One participant from the January class, who received an iPad for Christmas, said “Even the simplest of questions were answered and explained in an easy way. I received help setting folders up for my photos and I didn’t feel stupid doing it.” The class is still “fresh” but now building a following of attendees who wish to expand their knowledge of the center.

Join us – either as a class participant or as a volunteer at Friendship Circle. Most of all, thank you Barbara Consorto.

## Celebrating 40 Years of SCS



*Arthur Weisfeld makes a point during his comments at the 40th Anniversary Gala.*

## Keeping Busy with Home Delivered Meals



*Ron Parra, Schoolhouse Meal Supervisor, assembles home delivered meals.*



## Onnie Lafferty: A Perfect Role Model

By Christine Helmandollar, Aging at Home Director



Onnie Lafferty, of Ridley Park, joined the Aging at Home program one year ago for its driving services, but knows she will utilize other components of the program as the need arises in the future. She praised her volunteer drivers, Sandy Clancy and Joanna Campbell. “I gave up my car last year,” Lafferty said recently. “Having these wonderful drivers take me to some of my doctor appointments has really been a godsend. They are very caring and kind, and I feel safe with them.” Even though Onnie has family in the area, she does not want to burden her family with her routine trips. “They are busy enough and have their own lives,” she added.



Christine Helmandollar, Aging at Home Director, chats with SCS board member Courtney Bethel at a reception celebrating the program's 5th anniversary.



Onnie shared these thoughts at a recent 5th Anniversary Reception whose purpose was to keep the momentum going and growing for Aging at Home. Without knowing her personal background, the SCS staff thought Onnie was a perfect representative to speak at the event because she shared so many positive comments. It turns out that Onnie was a toastmaster speaker in her younger life. How lucky for us to have a speaker with this background and expertise. Her presentation was professional and complimentary to the program.

In addition, Onnie is the mother of well-known Delco News Network writer Peg DeGrassa, who is an advocate of Aging at Home and has written several positive and promotional feature stories about the program. The articles have helped Aging at Home connect with seniors in both the Lansdowne and Ridley areas.

Onnie Lafferty is a perfect role model for the Aging at Home program. She wants to remain independent and schedules her own rides without asking family. The driving service provides this opportunity for her. Onnie is one of 350 active members participating in Aging at Home.

**To learn more about how the program can provide you some “peace of mind” as you remain living in your own home, call the Aging at Home office at (484) 534-2201.**

### SCS Management Staff

- Executive Director: Arthur Weisfeld
- Director, Long Term Care: Trindy Grundy
- Director of Advancement: Lydia Messinger
- Aging at Home Director: Christine Helmandollar
- APPRISE Program Manager: Glenda Radical
- Caregiver Support Services Program Manager: Debbie Templeton
- Care Management Supervisor: Mara Hyde
- Center Without Walls Program Manager: Farah Esfahani
- Cognitive Stimulation Program Manager: Dorothy Darragh
- Fiscal Officer: Robyn Cashwell
- Hearing Discovery Center Coordinator: Donna Schumacher
- Senior Center Director, Chester: Jamee Nowell-Smith
- Senior Center Director, Friendship Circle: Christine Helmandollar
- Senior Center Director, Good Neighbor: Joanne Graham
- Senior Center Director, Schoolhouse: Kim McDaniel
- Director of Volunteers: Michele O'Brien



SCS Executive Director Arthur Weisfeld, accompanied by wife Dr. Virginia Brabender, received the prestigious Charles Ewing President's Award for “extraordinary accomplishments in improving the lives of the elderly” from the Eastern Pennsylvania Geriatrics Society (EPGS). The award was presented at the EPGS Annual Meeting and Awards Dinner at the Union League of Philadelphia on December 4, 2017.





## With Gratitude to Those Who Help CWW Thrive

By Farah Esfahani, CWW Program Manager



The Center Without Walls (CWW) program is expanding rapidly and the number of older adults in Delaware County who benefit from CWW programs/classes is increasing. Senior Community Services (SCS) developed CWW in 2003. CWW has had significant success in attracting a growing population of older adults who take advantage of high quality workshops, classes, and seminars.

I am pleased to report that during the past two semesters, 812 older adults participated in CWW programs at our four municipal partners in Aston, Brookhaven, Concord (Concord Senior Center and Rachael Kohl Library), and Springfield.

In this special article I would like to take this opportunity to express my deep appreciation and gratitude to all the individuals and organizations that have helped us accomplish our goals, and continue to support us.

The success of CWW is largely due to the cooperation of township/borough managers and service personnel in accommodating CWW programs and allowing SCS access to space and resources. The contribution of building space has been invaluable to CWW and has had an extraordinary impact on the growth of our program.

Many other factors have contributed to the growth and success of CWW programs. Our dedicated art instructors, Agnes Bakow, Anne Dempsey, and Marie Gilligan share their talents and inspire our participants, and our fitness instructors, Donald Simpson and Lavinia Ferguson, teach yoga and Zumba classes in different municipalities.

Hundreds of our consumers participate in our free educational presentations each semester. Many thanks to Robert and Dana Breslin, Esq., APPRISE counselors, speakers from Riddle and Crozer hospitals, Penn State University, Delaware County Extension, and many other organizations that provide valuable seminars and programs relevant to the needs of older adults each semester.

Many thanks to Aston, Brookhaven, Concord, Delco, and Charitians senior groups, and the Over 50 Club of Springfield that allow us to address their groups and provide them with an overview of our classes prior to each semester.

Last but not least, thank you to our loyal and enthusiastic consumers for their support and valuable feedback.

For more information, please contact Farah Esfahani at (484) 496-2143 or [fesfahani@scs-delco.org](mailto:fesfahani@scs-delco.org).



Students observe the teacher's technique in a watercolor class in Aston.



An instructor at SCS' annual Art Show admires student exhibits.

Accreditation, continued from page 1

- Being accredited lets our communities and our funders know that we are upholding rigorous standards and procedures, and that our centers are well managed and well run.

The accreditation process is repeated every five years. SCS is one of the few centers in the country that has undergone this process for the

past 15 years. As the consultant who helped to facilitate the process, I am impressed with those involved, and their determination to make certain that SCS met all the standards. Their dedication to SCS and to making SCS centers among the best in the country made this an exciting assignment for me. Congratulations on a job well done!



## Pat Tiller

By Donna Schumacher, HDC Coordinator



The SCS Technology Committee often discusses how to encourage our members to embrace technology and try different devices. You might ask what that has to do with a success story on hearing loss. It's because individuals with hearing loss have long used technology to improve their quality of life, from the old-fashioned hearing horn to the latest hearing aids.

Pat Tiller was born with profound hearing loss 79 years ago. At age two, she underwent surgery which revealed that her hearing loss was due to nerve damage – something surgery could not fix. She was fitted with her first hearing aid and had her first experience with technology. If anyone remembers the first cell phones in a bag – that pretty much describes those ancient hearing aids. As technology improved, so did her hearing aids, going from those bulky aids to her latest ones which are almost invisible. Pat's early schooling was at a school for the deaf in Philadelphia where she learned everything a hearing child would. The teachers did not believe in signing. They wanted

their students to function in a hearing world, and the hearing world did not know sign language, so classes utilized various modes of technology instead. I must add that her verbal skills and inflection are excellent. She went on to attend Bok Technical High School where she became a power machine operator. She graduated, got married, had three children with excellent hearing, and is now happily retired.

She is quick to let everyone know that hearing loss does not define her. She enjoys being in the center – socializing (she is an excellent rummy player), encouraging her fellow members to take advantage of our activities and educational programs (especially those dealing with hearing loss), and going on trips. And she is still looking for advancements in hearing technology. This past year, we had a presentation by a company called ClearCaptions, which produces state of the art telephones that allow individuals to “read” a phone call on a computer screen on the phone. Pat quickly applied to have one installed in her apartment. With this phone, she knows who is calling, never misses part of the conversation and can make her doctor's appointments.

## Cognitive Stimulation Program (CSP) Kits

By Dorothy Darragh, Program Manager

The Cognitive Stimulation Program (CSP) provides brain fitness kits to senior communities in four states. These communities include senior adult residences, assisted living residences, nursing homes, adult day care centers, and senior centers.

In June, we finished our first year of a Traditional Membership option for customers located outside of Delaware County, with 100% renewal for the 2017-2018 membership period. As a result, both Traditional Membership and County Membership will continue. Two senior communities qualified for, and were offered free use of brain fitness kits through June 2017. Because of grants from foundations, contributions, and community support, the membership and rental rates were able to remain stable.

In 2018, more brain fitness topics will be updated, and work has begun to introduce 3-4 new topics. Under consideration are the 1970's, space travel, Chinese New Year, US states (presently there are 4) and a country (presently there are 22). Thank you to ADRC/COSA for the grant that is allowing us to grow our topics and offer more to senior communities.

I would like to thank the activity/recreation departments, directors, and staff who offer and present these wonderful brain fitness kits to their residents/members. From scheduling to providing surveys and testimonials on the value of the program, they make my job enjoyable. I thank you all for your dedication and commitment to those you serve.



If you represent an activity or recreation department, consider taking advantage of the program. A complimentary one-month use of a kit is offered. Kits can be picked up, delivered or mailed dependent on your location.

To learn more, contact Dot Darragh at (484) 496-2144 or [ddarragh@scs-delco.org](mailto:ddarragh@scs-delco.org).

## SCS Recognized for 40 years of Service to Delaware County Seniors



Delaware County Council presents SCS with a resolution honoring its 40th anniversary. Front row (left to right): Debbie Hedgepeth, COSA; Kim McDaniel, Schoolhouse Director; Barbara Nicolardi, COSA; Denise Stewart, COSA Director; Arthur Weisfeld, SCS Executive Director; Dave White, Delaware County Council; Anne Grivas, SCS Board member; Judi Haines, Schoolhouse member; Louis Colbert, PCA Vice President; Chris Murphy, Esq., SCS Board member. Second row: Michele O'Brien, SCS; Christine Helmandollar, SCS. Third row: Asher Kemp, SCS Board President; Michael Culp, Delaware County Council; Colleen Marone, Delaware County Council Vice President; Mario Civera, Jr., Delaware County Council President; John McBlain, Delaware County Council; Pat McMenam, SCS Board member.



# APPRISE Helps to Get the Best Part D Prescription Plan

By Glenda A. Radical, APPRISE Program Manager



**A**nna, age 78, scheduled an appointment with the Delaware County APPRISE program because her expenses for medications were very high. In addition, Anna had a supplemental plan that she was struggling to pay.

Presently, Anna takes seven medications. In 2017, Anna had a Part D prescription plan that covered all of her medications. The monthly premium was \$33.40. Her yearly cost for the 2017 Part D plan was \$2,420.00 with a Part D deductible of \$400.00.

For the 2018 annual Medicare enrollment period, Anna decided to schedule an appointment with the Delaware County APPRISE program. During Anna's appointment with the APPRISE counselor, she learned that the Medicare prescription plan she had in 2017 would be going up to \$37.80 a month, with a deductible of \$405.00 and a yearly cost of \$2285.00

The APPRISE counselor compared Anna's 2018 Part D plan with two other Part D Medicare prescription plans. Anna's 2018 Part D plan monthly premium was \$37.80, and the other two prescription plan premiums were \$17.70 and \$36.60. All three plans had Part D deductibles of \$405.00.

Anna shared with the counselor that she liked using Walgreens for her prescriptions. The APPRISE counselor compared the three plans using the Walgreens pharmacy. If Anna chose to use the Part D prescription plan she had in the year 2017 (\$37.80 for 2018), her yearly cost at the pharmacy for her medications would be \$2,588.13. If she selected the Part D plan with the monthly premium of \$17.70, the yearly cost for her seven medications at Walgreens would be \$13,876.32. If Anna's choice was the plan with the \$36.60 monthly premium, her yearly cost at Walgreens would be \$2,056.00.

Following the APPRISE program comparison, Anna enrolled in the Medicare Part D prescription plan whose monthly cost was \$36.60 with a yearly cost of \$2,056.00 for her seven medications. Anna saved \$11,828.20 by choosing the Medicare Part D plan that would cost her the least with her preferred pharmacy.

## APPRISE PROGRAM MEDICARE ANNUAL ENROLLMENT HIGHLIGHTS

**133 Medicare events were held for the 2018 annual enrollment season**

**38 Medicare 2018 update presentations were held**

**75 Medicare individual (one-on-one) counseling sessions were conducted**

**18 Medicare Advantage Plan/Part D Prescription Plan comparison/enrollment counseling sessions were conducted**

**370 Medicare beneficiaries were enrolled in Medicare Advantage HMO/PPO/Plans and/or Part D Prescription Plans**

**2 health fair/expos were attended by the Delaware County APPRISE Program**

### DURING THE MEDICARE ANNUAL OPEN ENROLLMENT PERIOD (OCTOBER 15 TO DECEMBER 7):

**339 people were helped through the counseling sessions and phone communication**

**270 people were assisted through the TeleCenter Phone Hotline**

**640 people were assisted through the Medicare presentations and health fairs**

**A total of 1249 individuals were helped during the 2018 Medicare annual enrollment season by the Delaware County APPRISE Program**

For more information about the APPRISE program, please call (484) 494-3769 or email [gradical@scs-delco.org](mailto:gradical@scs-delco.org).

## 40th Anniversary Celebration



Best Kept Soul had everyone up and dancing.



Arthur received an engraved watch for his "gift of time" to SCS.



## GOOD NEIGHBOR SENIOR CENTER



610-586-8170 / 1085 HOOK ROAD, SHARON HILL, PA 19079

Joanne Graham, Center Director

### Vince Spragins: Visioning a New Year

For the past eight years, Vince Spragins has served as an integral figure at Good Neighbor Senior Center, first as an active supporter, then member, and now as president of the center's Advisory Council, a position he's held for three terms during the past five years. In this piece, Vince talks about his greatest challenges and rewards as Council president, what inspires him to continue to serve in this role, and his vision for the new year:

A challenge that immediately comes to mind in my role as Advisory Council president is how to work together as a team to provide a variety of fun and meaningful opportunities for active members. Over the past year, we have made great strides in this area. While members continue to enjoy such favorites as Breakfast Bingo, dominos, Movie Monday, pinochle, Pokeno, reiki, Ruby Red Hatters of Darby Township, Tuesday Trivia, and Wii Bowling, to name a few, they now have a greater variety of programs in which to participate. Program participation has increased too. I was recently surprised to see nearly a dozen people around the table for Bible study, and the Silver & Fit class has tripled in size over the past several months. Even new programs that began for the purpose of providing members with something to do on the weekends are turning a profit for the center. For instance, our oldies nights have all been profitable, and members who joined us to see *Blithe Spirit* in November and *A Christmas Carol* in December at the Hedgerow Theater are lining up to join our newly formed Theater Club. A challenge that still remains however, is how to increase male membership and participation. While we realize this is a national trend, we're determined to increase male membership at Good Neighbor in the new year. Increasing communication is another challenge. The progressive dinner, sponsored by SCS last fall, was a glimpse into the possibilities of the fun and excitement that awaits us



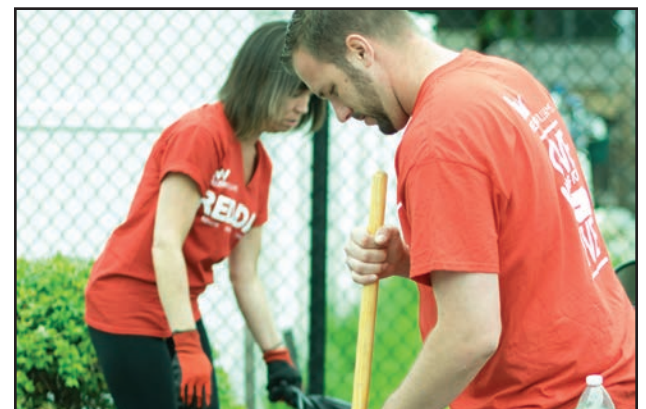
when we expand our vision just a little, to include members from other centers. I would also like to see us increase our use of modern technology to get the word out about the wonderful things taking place at Good Neighbor and to increase participation from other centers.

One of my most rewarding functions is our annual Legacy of Service Banquet. This initiative serves as an opportunity for us to extend our deepest appreciation to members of the community, businesses, and sponsors for their outstanding support throughout the year. It also serves as our largest annual fundraising venture.

I'm inspired by the laughter I hear when I enter the building, the consistent positive feedback from members about the progress we've made and the joy it brings them. That brings a lot of joy to my own heart when I see members enjoy the activities we prepare for them. The dedicated members who serve with me on the Advisory Council also inspire me. They give their absolute best to ensure the success of all we do to support the center. I'm also inspired by the wonderful support we receive from our community sponsors, who always come through for us; and the youth in the community who have joined with us to create beautiful, raised herb and vegetable gardens and meaningful inter-generational activities. That these smart, young, future leaders would choose to spend time with us, and have loads of fun in the process, truly inspires me. In this new year, I look forward to our increased engagement with them.

My vision for Good Neighbor in the new year is to continue to build upon the positive trajectory we've set in motion, to increase our membership, and to increase participation in our programs from center to center.

### Day of Caring: Thank You to Keller Williams Volunteers







610-237-8100 / 600 SWARTHMORE AVENUE, FOLSOM, PA 19033

*Kim McDaniel, Center Director*

## A Schoolhouse Success Story

John McNamara has been a member of Schoolhouse for about a year.

Not long before he joined, John's "lady" passed away after more than three decades together. In her later years, she had developed dementia and he assumed the role of caregiver. When she passed away, it left a big hole and unspeakable grief. He was seeking something to help fill his time. His daughter began to look for resources for him, and discovered Schoolhouse when the SCS website popped up in a search.

When he walked into the center the first day, John came in the 6th Ave. entrance. He saw Ron first, who introduced himself and took him to meet Bonnie. After a tour, Bonnie introduced him around to different people. John is severely hearing impaired. He was referred to



the Hearing Discovery Center and was given information about hearing aids. In a few weeks, John was ready to roll with two new hearing aids. He sat at a table next to my office and every morning he would greet me before anyone else, then he would read his newspaper. Still actively grieving for "his lady," he said, "there was no getting over the hump, it was a wall." When he told his story, he found people compassionate and ready to listen. He noted that "all the people who come here are good people, they all have one thing in common, they help each other . . . Schoolhouse is in the heart of everyone here." John soon joined the exercise class, making more friends.

Over the last 6 months I noticed that John had changed tables. Now he sits with another sweet, spirited lady. He thought she could use some help. That helping continues, but a loving relationship has evolved. John feels he's climbing that wall, and is grateful to the Schoolhouse for being there for him. Now he's giving back.

## CAREGIVER SUPPORT PROGRAM

### One Caregiving Journey

*By Debbie Templeton, Caregiver Support Program Manager*

Barbara Gogel enrolled in the Caregiver Support Program (CSP) about a year ago, but is no stranger to the supports offered by the program. Barbara started attending the monthly support group at Schoolhouse Center quite a few years ago and has participated in the Caregiver Academy (CGA) spring series each year. When Barbara started her caregiving journey, she was living in New York, traveling frequently to Chester to provide care for her then 95-year-old mother. She started attending the support group because "I was always looking for more information and got that from the group. It helped because I felt I was not alone in the caregiving journey." Barbara said she needed that support because she often felt she wasn't doing enough. While attending the support group, she learned of the Caregiver Academy. Barbara noted "I really enjoyed the educational classes and loved that I could bring my mother with me. It is a great program and should continue."

Barbara's mom, Sarah Katuran, had a long history in the Philadelphia area. She lived in South Philly for about 50 years and worked until she was 85. She did art, wrote poetry, and loved the theater. She was proud of being Jewish, and was involved in the Stiffel Center, and later one of Jewish Federation's centers. In her early 90s, after a terrible fall and time

in a rehab facility, Sarah moved into a small apartment in the independent living section of Chestnut Ridge. As her health started to decline, Barbara started traveling down from New York more frequently, spending a few days at a time assisting her mother. In the spring of 2017, Barbara finally moved to Delaware County and became a full time, live-in caregiver. Already familiar with the Caregiver Support Program, staff, and supports, Barbara agreed to have an assessment done. Barbara feels that the support she received from the support group and the Caregiver Academy provided her with much-needed interaction with other caregivers and the resources to be a devoted caregiver to her mother.

Sadly, Sarah passed away in November 2017 at the age of 101. Although her time in CSP itself was brief, Barbara was thankful for the phone calls and visits, knowing someone was there to lend an ear. She is grateful for the people she met while caring for her mother. Her journey may have started off unconventionally, but in the end she was able to provide the best care for her mother. With the help of hospice, Barbara felt that her mom was in the best place when she passed.

Barbara plans to stay in Delaware County and hopes to remain at Chestnut Ridge. She has begun to attend a bereavement group where she has met previous caregivers from the CSP Support Group. Hopefully she will become active in other ways, helping seniors in our area.

For more information, please contact Program Manager Debbie Templeton at: (484) 540-0372 or [dtempleton@scs-delco.org](mailto:dtempleton@scs-delco.org).



## Senior Community Services Board of Directors

Senior Community Services is fortunate to have dedicated volunteer board members who care deeply for seniors in Delaware County. This group of professionals consistently donates their time and shares their talents to better enable the organization to serve the needs of the seniors in our community. As the face of aging changes, the SCS board members continue their diligent efforts to ensure that SCS remains in a strong position to serve the citizens of Delaware County well into the future. We are pleased to introduce the 2017-18 Senior Community Services Board.

### Executive Committee



**Asher Kemp, Jr., President**  
*Ex-officio All Committees*  
Founder/CEO, Multi-Therapy Services  
President (former)  
Yeadon Borough Council  
Yeadon



**Terry Dougherty, Vice President**  
*Finance and Human Resources Committees*  
Treasurer, Crozer-Keystone Health System  
West Chester



**Scott Schusko, Treasurer**  
*Chair, Finance Committee*  
Group Controller,  
Enterprise Holdings  
Malvern



**Linton D. Stables, III, Secretary**  
*Property Committee*  
Architect (Retired)  
President, Swarthmore Senior Citizens Association  
Volunteer Driver, Aging at Home  
Swarthmore



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Senior Human Resources Business Partner  
SAP America  
Springfield



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*Chair, Program Planning Committee*  
Director of Strategy and Innovation  
AmeriHealth Caritas  
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Aston

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Treasurer, Schoolhouse Center Advisory Council  
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Secretary (former), Pennsylvania Department of Aging  
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Swarthmore

## Dancing the Night Away at 40th Anniversary Gala



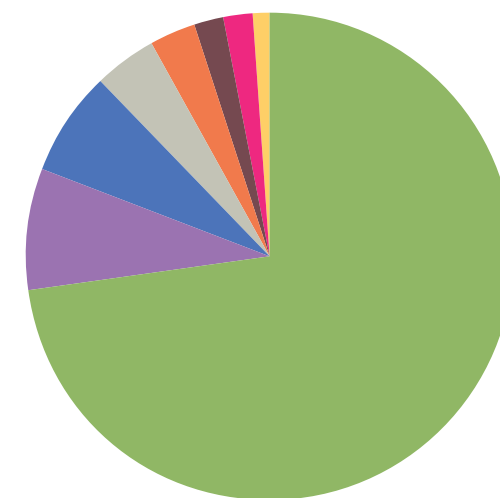


# FINANCIAL REPORT

## Statement of Financial Position June 30, 2017 and 2016

|   | 2017                    |    | 2016                    |
|---|-------------------------|----|-------------------------|
| <b>ASSETS</b>                           |                         |    |                         |
| Current Assets                          | \$ 1,222,973            | \$ | 1,301,069               |
| Property and Equipment, Net             | <u>883,169</u>          |    | <u>871,721</u>          |
| <b>Total Assets</b>                     | <b>\$ 2,106,142</b>     | \$ | <b>2,172,790</b>        |
| <b>LIABILITIES</b>                      |                         |    |                         |
| Current Liabilities                     | \$ 278,691              | \$ | 248,888                 |
| Long-Term Liabilities                   | <u>0</u>                |    | <u>0</u>                |
| <b>Total Liabilities</b>                | <b>278,691</b>          |    | <b>248,888</b>          |
| <b>NET ASSETS</b>                       |                         |    |                         |
| Unrestricted Net Assets                 | 1,679,968               |    | 1,717,892               |
| Temporarily Restricted Net Assets       | 141,983                 |    | 200,510                 |
| Permanently Restricted Net Assets       | <u>5,500</u>            |    | <u>5,500</u>            |
| <b>Total Net Assets</b>                 | <b><u>1,827,451</u></b> |    | <b><u>1,923,902</u></b> |
| <b>Total Liabilities and Net Assets</b> | <b>\$ 2,106,142</b>     | \$ | <b>2,172,790</b>        |

**Total Revenue**  
**\$3,486,582**



|                         |              |     |
|-------------------------|--------------|-----|
| COSA                    | \$ 2,550,846 | 73% |
| Grants <sup>1</sup>     | \$ 283,707   | 8%  |
| United Way <sup>2</sup> | \$ 215,386   | 6%  |
| Program Income          | \$ 161,424   | 5%  |
| Management Contracts    | \$ 108,670   | 3%  |
| Individual Giving       | \$ 66,295    | 2%  |
| Municipalities          | \$ 59,500    | 2%  |
| Other                   | \$ 40,754    | 1%  |

- 1 Includes foundation and corporate grants  
2 Includes Aging At Home demonstration initiative as well as Partner Agency allocation and Donor Choice contributions

## SCS Service Delivery Highlights

### Senior Centers:

5,900 individuals made 82,730 center visits

### Congregate Nutrition:

24,500 noon time hot meals, deli lunches and "Home Style" dinners

3,150 evening meals at an apartment facility for the elderly

### Senior Suppers:

130,452 homebound meals served involving 426 consumers

### Center for Life Long Learning and Center Without Walls:

2,500 class sessions (500 courses) offered at ten sites throughout the county

### Center Without Walls Program

#### Participants:

812

### Volunteer Program:

375 individuals dedicated 53,000 philanthropic hours to SCS

### Long Term Care Management:

1,606 people served  
2,613 home visits/assessments performed

### Caregiver Support Program:

181 families served

### APPRISE Health Insurance Counseling:

2,580 individuals received one-on-one counseling

7,604 individuals attended 398 community workshops

### Aging at Home – A Community Network:

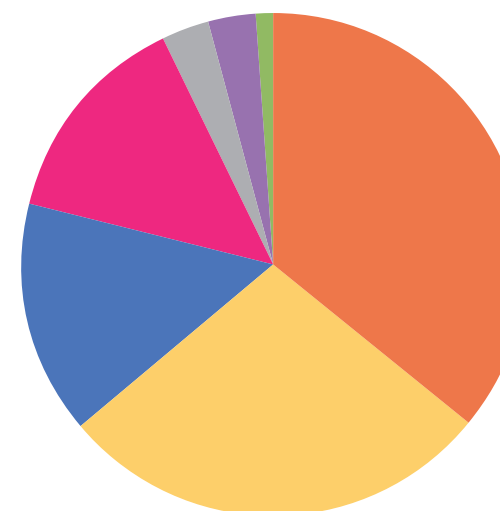
812 individuals served in year 4 of operation

2016/2017 services included 254 handyman visits and 310 personalized volunteer transportation round trips

### Cognitive Stimulation:

1,071 presentations at nursing homes, assisted living facilities, adult day centers and senior centers

**Total Expenses**  
**\$3,513,769**



|   |              |     |
|---|--------------|-----|
| Care Management                             | \$ 1,261,456 | 36% |
| Senior Centers <sup>1</sup>                 | \$ 976,231   | 28% |
| Administration/<br>Fundraising <sup>2</sup> | \$ 525,297   | 15% |
| Caregiver Support Services                  | \$ 497,854   | 14% |
| Aging at Home                               | \$ 115,335   | 3%  |
| Other Programs/<br>Services <sup>3</sup>    | \$ 102,904   | 3%  |
| Housing Support Services                    | \$ 34,692    | 1%  |

- 1 Includes Center for Life long Learning and Center Without Walls  
2 Includes \$113,834 Depreciation/Amortization  
3 Represents APPRISE Health Insurance Counseling and Cognitive Stimulation Programs



# Thank You to Our Family of Supporters

## Honorary Directors and Lifetime Members

*Reflecting contributions of \$1,000 and above from individuals*

Mary Jane\* and Phil Atwood  
Edward Baum  
Marguerite Beaty  
Courtney Bethel, MD  
David and Phyllis Bookspan  
in Memory of Shirley Kizner  
Steven Bradley  
Shirley Carroll  
Thomas Carroll  
Robert DeLong, Esq.  
Terry Dougherty  
Francis Doyle\*  
Betty\* and Tom Griffin\*  
David Hyde  
Joan Lynn  
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## Organizational Donors

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EZ Living Concepts  
Father & Son Painting  
Franklin Mint Federal Credit Union  
Friendship Circle Senior Center  
Good Neighbor Senior Center  
Home Helpers  
State Rep. Leanne Krueger-Braneky  
Mercy Fitzgerald Hospital  
State Rep. Nick Miccarelli  
O K Builders and Remodelers, Inc.  
Pfaff Brothers Construction, Inc.  
Schoolhouse Center Advisory Council

## 40th Anniversary Sponsors

BeneServ  
BTC Foods, Inc.  
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CCRES  
Chester Senior Center Advisory Council  
Crozer-Keystone Community Foundation  
Delaware County Office of Services for the Aging  
Friendship Circle Senior Center Advisory Council  
Gateway Health Plan  
Good Neighbor Senior Advisory Council  
Home Helpers & Direct Link  
Independence Blue Cross  
Main Line Health  
Mercy Fitzgerald Hospital  
Mercy LIFE  
O K Builders and Remodelers, Inc.  
Reliable Technical Solutions  
Schoolhouse Center Advisory Council  
Craig Shea Heating & Plumbing, Inc.  
Singer Equipment Company  
Your Part-Time Controller, LLC

## 40th Anniversary Calendar Sponsors

Aetna  
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Chester Downs and Marina  
ComForCare Senior Services  
Enterprise Leasing Co. of Philadelphia  
Mercy LIFE  
Oliver Heating, Cooling, Plumbing, & Electrical  
Pappano & Breslin  
Springfield Country Club  
Sweet Home Healthcare  
Victorias' Home Care

\*deceased

SCS is deeply grateful to all of the donors contributing to SCS through United Way, SCS Membership Drive, Special Events, Annual Fund and Memorial and Tribute Programs. We regret that due to space limitations, we cannot list each name.