


## URSULINE SENIOR SERVICES 2010-2011 ANNUAL REPORT INSIDE

### Ursuline Senior Services/Good Grief Center Merger

Nonprofit organizations Ursuline Senior Services and the Good Grief Center for Bereavement Support announced a merger of their operations, effective October 1.

Ursuline Senior Services, headquartered in Pittsburgh's East End, provides a network of coordinated support services for senior citizens who often suffer abuse or neglect or otherwise have difficulty handling their day-to-day affairs.

The Good Grief Center, located in Squirrel Hill, is the region's first and only comprehensive center dedicated exclusively to bereavement support for all ages. Both organizations serve individuals throughout western Pennsylvania and beyond. The Good Grief Center will maintain its current mission, continuing to serve all age groups as a division of Ursuline Senior Services. 


### USS Offers Support of Stroke Survivor Connection

Last year more than 300,000 Americans survived strokes. Most had no warning they were about to suffer a stroke - it just happened. In a brief moment their lives were forever changed.

The Stroke Survivor Connection is a program of physical and mental activities and counseling to support patients and their families recuperating from stroke. The Stroke Survivor Connection is centered on regular meetings, hosted by trained facilitators. The meetings offer mental and physical exercise, peer support, sharing of information and resources, and valuable socialization opportunities. The program offers connection to friendship, fun and support when it is needed most.

Unfortunately, due to funding difficulties, the Health Hope Network had to suspend its former sponsorship of the Stroke Survivor Connection program. However, several group leaders, sponsors, and sites have kindly stepped up to continue the



program on their own, most on a biweekly or monthly basis. In searching for ongoing funding support and/or a new organization to sponsor some or all of the groups, an agreement has been worked out with Ursuline Senior Services (effective January 1, 2012) whereby we will support any facilitators who are willing to continue their efforts as volunteers—at this point—as an extension of Ursuline's Division of Volunteer Programs. A facilitators' group has been formed under the coordination of long-time SSC facilitator Penny Locke, who will assist Director of Volunteer Programs Karen Miller Tobin in providing administrative and logistic support to all current and future groups interested in such affiliation. 

*See back page for more facts about recovery from stroke.*

### INSIDE...



*Sr. Dorothy Gourley retires after 26 years of service.*

PAGE 2



*PSO Community Partners Concert featuring En Vogue is June 29.*

PAGE 2



*Ursuline Senior Services 2010-2011 annual report inside.*

PAGE 3

# Guardian Sister Dorothy Gourley “Retires” after over 26 years with Ursuline Senior Services

A significant event for Ursuline Senior Services occurred on December 31, 2011 when Sr. Dorothy Gourley, CSJ, officially “retired” after more than 26 years with the agency as a Guardian of Person. Sr. Dorothy was recently recognized by admiring co-workers during the summer of 2010 when she reached her 25th anniversary with Ursuline Senior Services.

Sister Dorothy has been instrumental in providing for the health, welfare and safety of our guardianship wards for the past 26 years, starting at the then Ursuline Center, as our second staff guardian on June 4, 1985.

As a Guardian of Person, Sr. Dorothy eventually took over the care of most of our wards who reside in the John J. Kane Regional Centers years ago. She is well known in three of their facilities for her kind-hearted, hands-on manner with her wards, as well as her knowledge and expertise.


In celebrating her anniversary last year, Executor Director Anthony



Turo of Ursuline Senior Services commended Sr. Dorothy for her compassion and 25 years of exemplary service. Upon her retirement this past December, she was again recognized as the Ursuline employee with the longest record of service.

“Sr. Dorothy has always been looked up to and regularly used as a resource by her fellow guardians and other USS staff,” Turo shared with the rest of the staff at the agency’s Holiday Event. “We will miss her deeply, but having been

with US as long as she has means Sr. Dorothy will always remain part of who we are as an agency!”

Ursuline Senior Services wishes Sr. Dorothy Gourley all the best in whatever her next “encore career” turns out to be. We know that whoever receives the passion of her caring efforts will be blessed, just as we have been all these many years. God bless you and keep you, Sr. Dorothy! 

## PSO Community Partners Concert Tickets on Sale Now!

Join the PSO and Resident Conductor Lawrence Loh for the ninth annual Community Partners Concert. This year’s performance features the sounds of En Vogue and the winner of the renowned 2012 Sphinx Competition, Gabriel Cabezas. For tickets, call the PSO at 412-392-4900. Don’t forget to mention Ursuline’s code: 30328 when ordering your tickets!



**Mission Statement—**  
*Helping older adults age with dignity.*

### Administrative Staff

Anthony J. Turo, MPA  
*Executive Director*

William Brickner, MEd, PHR  
*Director of Human Resources & Administration*

Dianne Mettrick, BS  
*Finance Manager*

Ann Mason, MAT, MEd, NCG  
*Guardianship Director*

Cynthia Oliver, MA  
*Good Grief Center Division Director*

Nancy Scott, BA  
*Service Coordination Director*

Michelle Smart, MS, NPM  
*Protective Services Director*

Karen Miller-Tobin, MEd  
*Volunteer Programs Director*

Roxann Tyger, MPA  
*Community-Based Options Director*

*In addition to the administrative staff, the following staff assisted in the development of this newsletter:*

Betty Jane McAllister  
Richard Murphy  
Nadine Pcholsky  
Elaine Resetar

# Annual Report

2010-2011

## From the Executive Director

### “A Tireless Dedication ...”

One of life's great blessings is to live out our final years with dignity. Sadly, however, this gift is often not received and for some, the supposed “golden years” are tarnished by loneliness, fear, want and worries. Often abandoned and suffering from a variety of mental and physical challenges, these individuals spend their days struggling just to survive and wondering if anyone cares what happens to them.

For more than 30 years, Ursuline Senior Services staff and volunteers have demonstrated a tireless dedication to meeting the basic human needs of the elderly in our community. Through such services as Care Management, Guardianship, Protective Services and Service Coordination, we reach out annually to thousands of individuals in our region, providing the care and the compassion they would struggle to find elsewhere.

Our work can be as basic as staying on the phone four hours to help a person navigate the intricacies of setting up cell phone service; as serious as representing elderly individuals in court to help protect their rights to what little assets they have; or as rewarding as helping one man move out of a storage unit and into adequate housing or arranging for a woman with brain cancer to enjoy one more trip to Kennywood. Whatever the task our dedicated team of professionals undertakes, the common



thread is that each is performed with commitment, compassion and professionalism.

Of course, we do not do this work alone. Through the generosity of our

supporters, they are with us every time we do the shopping for a bedridden or homebound senior, intervene when a person is suffering abuse at the hand of a relative or advocate for an individual facing eviction or the shut off of electricity or water. And when we extend the hand of friendship to another human being who just needs to know that someone cares, our volunteers and supporters are as much a part of that connection as the caregiver in the room.

Please take the time to review this Annual Report. You will gain at least some idea of the work we do every day to provide care and companionship to the elderly of our community. Ours truly is noble work and your continued support makes it possible.

Sincerely,

*Tony Turo*

Anthony J. Turo, MPA  
Executive Director



# Program Reports

## Service Coordination

During the past year, Ursulines' Supportive Living Enhancement Program (SLEP), provided social service supports to nearly 800 residents of the City of Pittsburgh and privately managed high rises. The program's Angel Tree project brought holiday blessings to 33 households, 44 individuals won tickets to attend this year's Pittsburgh Symphony Orchestra's Community Partnership's Boyz II Men concert and 10 residents took advantage of tickets donated by the Civic Light Opera.

Additionally, SLEP service coordinators had the opportunity to introduce Better Choices, Better Health to high rise residents. This program is sponsored through a partnership between the Pennsylvania Department of Aging, the Allegheny County Department of Human Services Area Agency on Aging, and Vintage, Inc. and is funded by the American Recovery and Reinvestment Act and the United Way of Allegheny County. Heart disease, osteoporosis, arthritis, asthma and diabetes are just a few of the health conditions visited upon many of the residents in our family communities and high-rises. Allegheny County's Better Choices, Better Health program (aka the Chronic Disease Self-Management Program) provides a series of six weekly workshops where individuals share, learn and support one another as they manage daily activities and deal with the emotions that chronic conditions can create.

Working with John Miller, project coordinator for the program with the Allegheny Department of Human Services/Area Agency on Aging, SLEP service coordinators had the opportunity to host sessions at the PA Bidwell, Caligiuri Plaza, Carrick Regency, Glen Hazel and Marian Plaza high-rises. The workshops are open to individuals who reside in the high-rises, as well as community residents 60 and over, and are facilitated by two trained peer leaders who themselves suffer from chronic disease. It is this shared camaraderie that makes the program so successful. As stated by a

participant from Allentown's Caligiuri Plaza, and quoted in an article from the Pittsburgh Senior News (April 2011 issue), "Everyone comes together and participates in the classes, and we learn not only what we can do to help one another but what we can do to help ourselves." Reported outcomes include increased exercise, better coping strategies and abilities to manage symptoms, more efficient communication with doctors, increased energy and fewer doctor visits and hospital stays. Through group feedback comes confidence, and with that, participants are armed with the skills to manage their chronic health conditions, and live more active lives. With the completion of the workshops groups of individuals continue to meet to walk, do low impact exercise on site and provide moral support. SLEP service coordinators will continue to offer workshops in their remaining high rises for the spring.

## Protective Services

The Protective Services' team is the most tenured of all the Allegheny County Protective Services providers, featuring a staff extremely dedicated to the most vulnerable older adults. Ursuline Protective Services' staff has received 572 Reports of Need during 2010-2011, an increase of 54 reports from the previous year. These reports include allegations of self-neglect, caregiver neglect, abandonment, physical or emotional abuse and financial exploitation.

Twenty four seniors have required emergency placement in personal care, nursing home or alternative housing. Two-thirds of these seniors had to be relocated due to self or caregiver neglect. The remaining have been victims of financial exploitation. The financial exploitation cases have increased again this fiscal year by 23 percent. Staff also noted an 11 percent increase in postal scams. Staff collaborates daily on financial cases with the Area Agency on Aging financial consultant, police, attorneys, the banking industry, pension plan personnel, Social Security Administration, United States Postal

# Program Reports

Service and an array of other professionals. Collaborations have been created with these professionals to increase the awareness of and to develop new strategies to address the growing problem of financial exploitation. Ursuline Protective Services' staff has attended eight financial exploitation information sessions this past year. The seniors that have been financially exploited often need emergency assistance with medications, clothing, food, emergency placement and utilities. In the 2011-2012 fiscal year, the Protective Services staff will continue to collaborate with other programs to educate seniors in effective and creative new ways to prevent financial exploitation.

## Volunteer Programs

The volunteers that support the programming at Ursuline Senior Services accept the challenge of making a difference in the lives of those in need.

The volunteer department programs of the agency are the AARP Money Management Program, Senior Reassurance, Senior Companion, and the Stroke Survivor Connection support group. The past year growth of this outreach has made significant impact in providing much-needed information and support for the senior community.

The AARP Money Management Program is a monthly checking account assistance model designed by the AARP Foundation and used to support low-income seniors in maintaining their monthly bill paying responsibilities. The program expanded the boundaries to share with its participants the changes in government benefits. One such awareness raising message for those receiving their benefits in the form of paper checks is that these will end in 2013. An

opportunity now exists to inform and assist seniors without checking accounts on a safe way to avoid financial exploitation of their monies.

The increased awareness of this change once again offers an opportunity to provide valuable information and assistance to AARP Money Management Program participants. In an effort to continue to provide this type of information and support, the program has initiated gatekeepers from the Social Security Administration as well as PNC Bank that are key participants in this paradigm.

Senior Reassurance Volunteers continue providing wellness calls to seniors who either live alone or who are estranged from family. These requested scheduled calls continue to illuminate real need. Recently a volunteer caller had to use a listed emergency contact person for a participant.

## Another Success Story

About ten years ago, the Guardianship Program became guardians of a person who had lived on the streets, had a criminal record, drug addiction and the diagnosis of schizophrenia. This individual was first placed in a personal care home (PCH) and carefully monitored but made little progress. Then the individual made some changes and with the oversight and support of the guardian, was moved into Domiciliary Care (a family-like home) in 2004. But this person reverted to old habits and had to leave the program. Back in another PCH, the individual was provided with the care and compassion needed to get "clean" from drugs and began to see new possibilities. After a year, this person was able to move into a CRR (Community Residential Rehab) and currently has an apartment in a supervised building with 24-hour on-site staff who help the residents learn cooking, cleaning and money management.

Staff members have now recommended that the next step is an apartment in a regular building with only a caseworker visiting three times a week. With the continued oversight, support and guidance of the guardian, for the first time in almost ten years, this ward of the Guardianship Program may live in the community successfully in 2012.

# Program Reports

The volunteer quickly learned that the participant had been hospitalized, but the emergency contact person was “now in need of the service.” It was so rewarding that the reputation of this wellness call has somehow made an unexpected impact and a difference for another senior in need. Participants and volunteers have grown from four participants and three volunteers when received from Contact Pittsburgh several years ago to 16 participants and eight volunteers and growing.

As Ursuline Senior Services continues to be a beacon for the elder community, the organization was approached last year to once again broaden its scope to include another valuable resource for the senior population, The Stroke Survivor Connection. This group was previously a part of Health Hope Network; today it is one of the many valuable supports under the volunteer umbrella of Ursuline Senior Service.

To date the group and those interested in continuing this valuable support have met, and planning has begun to address and support service to those who value the assistance of volunteers.

Ursuline Senior Services is also host for a portion of the AAA, income-based senior work program, the Senior Companion Program. The Senior Companion Program continues to support and validate a real need for appropriate seniors a chance to give back and receive a small stipend in the process.

## Community-Based Options

The Community-based Options department (CBO) experienced another active fiscal year, receiving more than 1,100 referrals for service and an overall increase of 239 cases by year's end. Through this increase, CBO was able to add additional Care Manager positions to meet the need.

## Ursuline Senior Services, Community Business Owners Join to Enhance Dignity of Local Senior

*This past year, Ursuline Senior Services, through its AARP Money Management Program and other ancillary services, was called upon to assist a mentally disabled homeless senior without any family find housing and receive services to age in place.*

*As he sat with new community friends around a table enjoying coffee and pastries provided by the local coffee shop owner, the good-natured gentleman was eager to meet for the first time who he referred to as his “two new friends.” They were Karen Tobin and Tracey Williams, the director and coordinator respectfully of Ursuline’s AARP Money Management program, a volunteer bill-paying initiative. While they conducted the assessment, the coffee shop owner, the consumer’s new apartment building manager, and the local barber shop owner each shared their support by providing information needed for the assessment and offering any additional help to assist their friend!*

*The AARP Money Management Program is one of several programs this senior says he is thankful to be receiving, all as a result of the referrals made by one of Ursuline’s care management-based services. Ursuline appreciates every opportunity to join forces with those selfless individuals in the community who practice being their “brothers’ keepers.” The coordination of community and services in a care circle around a needy individual often makes the difference between success or failure in each case. It is also a trademark of Ursuline Senior Services’ approach to the care and support the agency seeks to provide each new elderly neighbor it serves.*

The United Way of Allegheny County awarded Ursuline with a small grant to participate in a depression program for seniors. The pilot was created to identify seniors with pre-depression symptoms and to provide therapeutic techniques aimed at preventing depression. As part of the program, CBO Case Managers performed over 1,800 screenings.



# Program Reports

CBO developed an emergency response plan so that a process and procedures would be in place in the event of an emergency or disaster. This would insure that CBO participants' needs are met during a crisis. A participant handbook also was created to provide participants with information on services and reaching their Care Managers. Each handbook also contains an emergency plan to help with their personal preparedness for emergencies. These handbooks will be distributed during FY2011-2012.

As part of the CBO's training efforts, the department, along with many additional agency staff, participated in a two-day Mental Health First Aid training to enhance understanding of mental health.

The CBO's connection to the community also grew during the past year, as department staff provided memory screenings at six health fair events. This year also marked CBO's third year of participation in National Memory Screening Day through the Alzheimer's Foundation.

The Cart to Heart volunteer shopping serviced experienced a substantial surge of both volunteers and participants: volunteer referrals increased by 115 percent and participant referrals grew by 65 percent.

Rosalyn Dukes, the mother of a CBO staff member, provided free Thanksgiving dinners to nearly 50 individuals and a number of CBO Care Managers and staff members volunteered to deliver the dinners on Thanksgiving Day.

CBO continued to provide holiday gifts to seniors in need through the West Penn Hospital Giving Tree. In all, two hundred seniors received a gift, which were donated by hospital staff and delivered by Ursuline Care Managers.

## Guardianship

This year the Guardianship Department brought its message to other counties, participated in the


2010 National Guardianship Association (NGA) Conference in Hershey, gave presentations about guardianship and added to our number of certified guardians.

Executive Director Anthony Turo, along with Program Director Ann Mason and occasionally Program Coordinator Debbie Mitchell met with the administrators and staff of 12 Area Agencies on Aging (AAAs) to let them know that Ursuline Senior Services is available to provide guardians for their incapacitated citizens. The department discovered how guardianship is handled by the AAAs in Crawford, Venango, Butler, Clarion, Armstrong, Jefferson, Indiana, Somerset, Blair, Clearfield, Westmoreland and Cambria Counties as we shared the department's message over a period of nine months.

Six guardians participated in the NGA Conference in Hershey while Mr. Turo also participated as an exhibitor and attended some workshops as well. Much was learned from guardians across the country.

Presentations about guardianship were given to three groups this year: master's level social work students at the University of Pittsburgh, care managers from all four Allegheny County AAA provider agencies and the Society for Social Work Leadership.

In addition to hiring one new Guardian of Estate, two Guardians of Person—Karol Kerr and Teresa Maynor—passed the exam and became official National Certified Guardians, joining five others for a total of seven National Certified Guardians on staff.

During this fiscal year, 44 new guardianships were awarded to Ursuline Senior Services in a number of counties. In all, 12 guardians, the program director and two program coordinators served as Guardians of Person and/or Estate for more than 250 wards who reside in 15 counties in Western Pennsylvania. 

## For Care Managers, Going “Above and Beyond” is Just Part of the Job

Throughout the year, Ursuline Care Managers are nominated monthly for an internal “Super Social Worker” award. Following are just a sample of what these caring individuals do in service to their clients.

This Care Manager ....

- ... has a very caring nature. One of her consumers was suffering with brain cancer and wanted to go to Kennywood but couldn't afford it. The care manager called Kennywood and the dream trip happened.
- ... had a consumer who was receiving nursing services twice a week for wound care. But the consumer also had trouble paying for gas and water services and these utilities were cut off. The case manager worked with the utilities to get service renewed and at reduced rates. Ursuline's Senior Neighbor in Need Fund also helped with back payments.
- ... sat with a participant and his son, and thoroughly explained cost share and their cost of services repeatedly, and patiently explained and re-explained services, as well.
- ... has opened up more than a few dual Family Caregivers and Options cases in the past month. This involved significant paperwork for some cases where the participant needed only a small number of items, but this care manager always put the participant's needs first and never complained about the additional work involved.
- ... accompanied another care manager on a visit and ended up greatly helping a participant. While one care manager completed an assessment, the other care manager was able to assist the other participant in the home with some phone bill issues. This person feels that the more they learn the more educated and helpful they can become.
- ... assisted a participant who came in to the agency as a walk-in. The participant was living in a storage unit and was looking for help to

find a job. This person spent over 25 minutes developing a plan of action with and for this participant.

- ... got a call from one of their participants claiming that he received a letter saying that his house was being foreclosed on in two days. The care manager, after some investigation, found that the participant had been trying to make payments but the mortgage company had returned them. This staff person gave him the numbers for legal resources, and then negotiated with the mortgage company directly. The home is no longer in foreclosure.
- ... assisted the entire department by delivering almost all of the Farmer's Market Vouchers for the vacant caseloads.
- ... responded when a call came in for a participant on a vacant caseload who was being discharged from the hospital. This care manager set up the reassessment and took another staff person to the visit for support, due to a possible issue with the family. When this care manager arrived at the home, they found the participant had not been fed or medicated and there was question of a family member taking the participant's medications. The care manager had to call the police and experienced the verbal wrath of the family member. The care manager was able to convince the participant to leave the home via a police escort and worked with other staff to help place the consumer in a safe setting.
- ... has been working with the Health Department and the Water Authority to help the participant correct health and safety issues in her home, as well as working to assist the participant in correcting a sewage problem. The participant is bedbound and had a very sick cat and no way to obtain treatment for her pet. The care manager took the participants cat to the vet several times and even took the cat home for an evening after the animal had surgery.



... has volunteered for two memory screenings recently and consistently goes above and beyond for participants. Most recently, this care manager went out of their way to shop for desperately needed items for a participant who was unable to get out of their home. This type of behavior is common practice for this staff person.

... assisted a participant with getting a water bill paid. They spent a lot of time trying to get other agencies to assist the participant. While trying to get water service restored, this care manager took the participant bottled water, carried up many flights of steps in the heat.

... completed extra hot weather calls for another care manager and always goes above and beyond, often completing extra visits above and beyond what is required for caseload compliance. This person also has a lot of patience with participants with mental health issues and they work really well with difficult participants.

... consistently volunteers to assist other care managers with things like emergency shopping for participants on other caseloads and picking up items for participants who are unable to get out, and also for participants not on their caseload. This care manager has also been reading mail to a blind participant weekly.

## **Ursuline Marked 30 Years of Service to Senior Citizens with May 18 Gala**


Ursuline Senior Services, founded in 1981 to provide a myriad of services to senior citizens in need, celebrated its 30th anniversary with a gala on May 18, in the Ballroom of the Wyndham Grand Hotel. Entertainment was provided by River City Brass, led by music director and conductor James Gourlay. As an added bonus, River City Brass was joined onstage by the Pittsburgh Gospel Choir, under the direction of Dr. Herbert Jones.



*The River City Brass and Pittsburgh Gospel Choir join forces on 'We Shall Overcome' for one of many highlights of the evening.*

"The Art of Aging—A Celebration of Seniors Aging with Dignity" was emceed by WTAE-TV news anchor Andrew Stockey.

With nearly 200 guests in attendance, the evening began with a delightful reception bringing together old friends and new supporters to congratulate the agency on 30 years of dedicated service to some of our most vulnerable neighbors in need. Primary sponsors making the evening possible included: D'Alessandro Funeral Home, Highmark Blue Cross Blue Shield, Marianne Sufrin Charitable Lead Annuity Trust, and PNC Bank.

Capping off the evening was a memorable mix of brass and voices kicked off by the River City Brass and its director Dr. James Gourlay. Mixing in with the River City Brass were the vocal strains of the Pittsburgh Gospel Choir and Dr. Herb Jones. 

# Annual Financial Report\*

## July 1, 2010 – June 30, 2011

INCOME		EXPENSES	
Care Management	\$2,161,401	Care Management	\$2,161,401
Public Guardianship	643,319	Public Guardianship	643,319
MA Public	93,400	Private Guardianship	298,920
Private Guardianship	219,137	Cambria County	15,900
Cambria County	15,900	Protective Services	303,340
Protective Services	303,340	SLEP	119,951
SLEP	119,951	AARP Money Management	36,000
AARP Money Management	36,000	I&R	32,495
I&R	32,495	Flu Shot	15,216
Flu Shot	15,216	On-Call	5,097
On-Call	5,400	Administration	414,951
Administration	416,893	Marian Plaza	20,270
Marian Plaza	20,270	Volunteer Programs	25,000
Volunteer Programs	25,000		
<b>TOTAL</b>	<b>\$4,107,722</b>	<b>TOTAL</b>	<b>\$4,091,860</b>

\* audited figures

# Annual Program Report

## July 1, 2010 – June 30, 2011

### Core Programs

Care Management .....	2,903 Consumers
Guardianship.....	355 Wards
Public Guardianship (Includes Court Support) .....	179 Wards
Private Guardianship/Kane (Includes Kane & Trust Services).....	95 Wards
Out of County (Includes Cambria Care Center).....	81 Wards
Protective Services.....	572 Reports of Need
Service Coordination.....	778 Residents Served
Volunteer Programs .....	115 Consumers
AARP—Money Management Program .....	30 Clients
Senior Reassurance Program .....	16 Clients
Senior Companion Program.....	43 Consumers
Volunteer Shopping Service.....	26 Consumers (275 Trips)
In-Home Flu Shot Program.....	317 Consumers
<b>Total Unduplicated Persons Served.....</b>	<b>5,040 Consumers</b>

### Other Services

After Hours On-Call.....	216 Calls (July – September)
Information & Referral .....	453 Requests
Volunteers.....	109 Volunteers
Money Management Program .....	23
Senior Reassurance .....	8
Senior Companion.....	13
Volunteer Shopping Service .....	30
Board of Directors .....	20
USS Staff .....	15

# Ursuline Senior Services

## BOARD OF DIRECTORS 2010/2012

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Western Psychiatric Institute and  
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Development Designs International

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Public Information Officer/Spokesperson  
Pittsburgh Police Department

**Jean Robinson**  
Active Community Volunteer

**Michael A. Sundo**  
Chief Financial Officer  
Three Rivers Center for Independent Living

**Alison Wolfson**  
Project Coordinator  
Allegheny County Court of Common Pleas

### DIRECTORS EMERITI

**Barbara K. Shore, Ph.D.**  
Retired  
University of Pittsburgh School of Social Work

**Guy Tumolo**  
Retired  
Controller's Office, Allegheny County




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## In This Issue

 **USS Annual Report**  
**inside:** Program updates,  
financials and highlights  
from 2010-2011.

PSO  
Community  
Partners Concert  
is June 29.  
Details on  
Page 2!

## Facts about Stroke and Recovery from Stroke


A stroke occurs every 45 seconds, resulting in a death every three minutes. However, more than 50 percent of people who suffer a stroke show no symptoms before the attack. Stroke is the third-leading cause of death in the United States and a leading cause of serious, long-term disability in adults.

It was once thought that after six months of therapy, a stroke survivor could make no more progress toward regaining lost function. It is now known that rehabilitation can go on indefinitely with continued improvement. However, physical therapy can be costly and is not

often covered by insurances over the long-term.

The Stroke Survivor Connection program, formerly sponsored by Health Hope Network and now supported by Ursuline Senior Services, is a network of periodic therapy groups that provide unique support for stroke survivors, their families, and their caregivers. For three hours per meeting, you, and your caregiver, if you wish, meet with a qualified group leader to address the four components of stroke rehabilitation – physical, cognitive, emotional, and social – through a variety of mental and

physical activities, discussions of a wide variety of topics, and social interactions.

The Stroke Survivor Connection program is encouraging and fun. If you have had a stroke, we encourage you to join a group near you – you have nothing to lose and a whole world to gain. The shared friendships, support, understanding, and caring you receive is invaluable. Call Karen Tobin at 412-683-0400 x228 for specific information. 

*See front page for more details about the Stroke Survivor Connection.*



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

United Way Donor Designation Code: 281  
Combined Federal Campaign (CFC) Code for 2012: 54651



Ursuline Senior Services was awarded this Seal of Excellence by the Pennsylvania Association of Nonprofit Organizations (PANO), under the Standards for Excellence.