

URSULINE SENIOR SERVICES 2011-2012 ANNUAL REPORT INSIDE

Sacred Space: Something to Think About

(Editor's Note: The following, which is believed to have come from the website Sacred Space, captures the spirit that motivates the staff and volunteers of Ursuline Senior Services as we seek to help individuals live out their lives with dignity. We hope you enjoy it.)

I notice more and more frequently the shadow of mortality which lies across my path.

I go, for example, to the funerals of younger friends. My doctor treats a skin cancer with the humorous assurance that I'll die with it but not of it. I am gathering companions in my body for the last stage of my journey. The skin cancer, the back aches,


the hiatal hernia, the high blood pressure—all of these can be kept under control, but they are going to stay with me to the end.

Is it any comfort to know from the experts that my body has in fact been deteriorating since the age of about seventeen, when my senses were at their sharpest?

What is marvelous is that we last so long nowadays, and that many babies of today will live to be a hundred. Glasses, hearing and walking aids, dentures, hip replacements—we would rather not need them, but they make it possible for our real life, the life of heart and mind and soul, to

blossom even further. I am not going to see my senses grow sharper with age, or my limbs become more supple. But one over-riding desire I do cherish: May I be alive when I die!

*But one
 over-riding desire
 I do cherish:
 May I be alive
 when I die!*

I think of a good friend who has narrowed his horizon to his own body, to his pains and his medication. He is wedded to trivial routines as though life depended on them. He is sadly almost dead, long before he dies. Other friends, happily, are alive when they die. They look back on their years with gratitude and some amusement. They are not overburdened about their mistakes or misfortunes, but entrust them to a good God who can make all things well again. These friends are outgoing to the end. I want to be like that: May I be alive when I die! 



Ursuline Senior Services' Executive Director Anthony Turo (right) received a Certificate of Appreciation from PA Secretary of Aging Brian Duke (left) at the SWPPA (SouthWestern PA Partnership for Aging) Annual Meeting last November. The Secretary presented the citation to Turo "In Appreciation of Outstanding Leadership and Service to the Pennsylvania Council on Aging." Still an active member of the Southwest Regional Council on Aging, Turo served on the statewide Council on Aging from 2006-2012.

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Annual report feature – Care Management services conclude.



Seeding the Future...

by Tony Turo
Executive Director

Embracing Change

Another year, another 12 months of activity, accomplishment and, most assuredly, change.

Sometimes change happens subtly or expectedly. We welcome new staff, volunteers and clients while saying goodbye to others. New technology is introduced—sometimes with much consternation—and ultimately absorbed into the work routine. Personally, we sometimes wake up to feel a new twinge in our bones or see a fresh gray hair.

Of course, change can also be dramatic. Many of you know that last year Ursuline Senior Services did not have its care management contract with the Area Agency on Aging (AAA) renewed, which drastically altered the makeup of our agency. Not only did it mean the loss of a number of staff, but we also said farewell to so many seniors who had become much more to us than clients. And while we are confident they will continue to receive good care, we still feel the emptiness in our hearts as we had to let go of so many friendships.

We also had the huge change of relocating our offices to two separate sites, one in East

Liberty and one in Squirrel Hill, essentially splitting our administrative and program staff in two. For me, it was a little like sending an immediate family member to live with relatives. We still talk often and keep each other informed, but it cannot replace the feeling of togetherness one gets from arriving at the same place each morning and beginning the day's work together.

We've also seen the changing fiber of our agency as we more and more integrate Ursuline Senior Services with the Good Grief Center. From my vantage point, I believe we have passed the "getting to know you" stage successfully and stand arm-in-arm in providing a much wider range of services and support to an even larger audience of people in need. The experience has been nothing short of awesome and inspiring, both professionally and personally.

From a philosophical view, I must say that working for Ursuline Senior Services and now also the Good Grief Center, I have learned much about the inevitability, necessity and beauty of change and how much we gain by learning to embrace it. From my first day, I heard accounts of, and even occasionally met, elderly persons faced with so many changes at a time in life when the easiest road would be the road of consistency and sameness. Yet these individuals had to deal with loss of loved ones and independence. Many continue to be forced to change their lifestyles and their places of residence. They had to accept the fact that they were no longer

in complete control of their lives and now had to trust others for support.

Of course, the very reason people come to the Good Grief Center is that they have suffered some major loss in their lives that they struggle to deal with or accept. Such jarring events are not prejudiced: they strike at any age and in any neighborhood, regardless of income, race, creed or gender. So profound are these changes that those experiencing them find they cannot navigate them alone. That is why the Good Grief Center exists: To be there in those darkest hours and help guide as many people as we can to the light of a new and better day.

So as you read through this annual report, I hope you will see it through the prism of change. Every accomplishment noted in these pages, every dollar spent in pursuit of our mission, symbolizes some positive change for somebody.

Indeed, our agency has seen much change in the past year and no doubt will experience even more in the coming weeks and months. But with the strength we draw from those we serve and from those of you who value and support the work we do, I have every confidence that we will meet those challenges to come and be all the more stronger and better for it.

Thank you and God bless,

Tony Turo

Executive Director

2011–2012

Program Reports

Service Coordination

Often when a representative of the Service Coordination Program is asked what she does on behalf of the seniors served, the answer is in the form of a list of specific tasks: connecting people with service providers to assist with housekeeping, personal care, transportation, bill paying and shopping; referring for adult day care and senior companions; finding assistive devices and equipment such as walkers, wheelchairs, grab bars and bath benches; communicating with

service providers to ensure that individual needs are being met; and assisting with reading and understanding mail and connecting individuals to benefits such as Social Security and health insurance.

Yet while such a list is informative, it doesn't quite get to the heart of the matter the way the following anecdote, shared by a service coordinator, will:

Service Coordination

A gentleman came to my office. This is a person I typically see a couple of times a month to read his mail. English is his second language and he does not read very well. He seemed very sad as he handed me a small stack of crumpled papers. When I ask how he was doing, he said, 'Not good' and sat down. I asked him what the matter was and he said, 'Dying.' He then pointed to the papers he had handed me. Alarmed, I unraveled the stained and disheveled sheets of paper. Before me were several papers outlining a healthy diabetic/heart healthy diet, which his doctor had provided. I explained what the papers were, reading each to him and assuring him they did not state that he was dying; rather, they listed certain foods to avoid and those that would support a heart healthy/diabetic friendly diet. Much relieved, he smiled, grasped my hands and thanked me for being there for him.

This is what service coordinators do.

This year, working in partnership with Duquesne University's School of Pharmacy, University of Pittsburgh interns, Tobacco Free America and area health clinics, Ursuline service coordinators provided selected buildings with health fairs, presentations on self-neglect and ongoing smoking cessation and diabetic education classes. *Better Choices, Better Health* workshops sponsored through a partnership between the Pennsylvania Department of Aging, the Allegheny County Department of Human Services Area Agency on Aging and Vintage, Inc. were continued from the 2010-11 season. Through these workshops, individuals share, learn and support each other as they manage

daily activities and deal with the emotions that chronic conditions can create. Many residents were blessed with holiday gifts from generous agency staff. Fifty individuals won tickets to attend this year's Pittsburgh Symphony Orchestra Community Partnership's *En Vogue* concert and ten residents benefitted from tickets donated by the Civic Light Opera.

Also during 2011-12, changes within Ursuline Senior Services resulted in some budget restrictions in the Supportive Living Enhancement Program (SLEP), which saw its staff reduced to two. Despite this setback, the program continues to serve more than 900 residents of the City of Pittsburgh and privately managed high rises with enthusiasm and professionalism.

Protective Services

It was another busy year for the Ursuline Senior Services Protective Services program, with 553 Reports of Need investigated during 2011-12. These reports included allegations of self-neglect, caregiver neglect, abandonment, physical or emotional abuse, and financial exploitation.

During the past year, Protective Services employed such safeguards as emergency placement for a senior in a personal care or nursing home and obtaining guardianship to ensure the safety of an at-risk senior. During the course of an investigation, the Protective Services Investigator often has a registered nurse from the Allegheny County Department of Aging accompany her into a senior's home to help provide for the senior's medical and psychological needs.

Protective Services staff works with other professionals in the community—including physicians, psychologists, attorneys and law enforcement personnel—during the course of an investigation for allegations of abuse, neglect and/or exploitation of a potentially at-risk senior. Protective Services staff annually attend enrichment training provided and sponsored by the Pennsylvania Department of Aging to remain current on the rules and regulations pertaining to Adult Protective Services.

The goal of Protective Services Investigators in their day-to-day role remains to reduce risk, thus ensuring the safety and well-being of every senior they encounter.

Protective Services

Protective Services: Coming to Lucy's Aid

Lucy, an 88-year-old widow, lived alone in Pittsburgh. A nephew living out-of-state was her only known relative. So it was up to Lucy's neighbors to notice when she was not "acting like herself." She would wear the same clothes for days at a time and she appeared to be losing weight. On one occasion, neighbors found Lucy two blocks from her home, unable to remember how to return. She left the doors of her house unlocked, putting her at constant risk for theft or worse. Because of her confusion, Lucy could no longer understand or manage her own finances or medical issues. Due to these accumulated concerns, a caring neighbor called the Allegheny County Department of Aging Protective Services. Soon a Report of Need was taken and a Protective Services call for self neglect was initiated.

The Protective Service Investigator who visited Lucy in her home found her pleasant but obviously confused. The investigator contacted Lucy's nephew, who was unwilling to become involved in helping his aunt. The investigator arranged for Lucy to have an in-home psychological evaluation and the psychologist determined that she was suffering from dementia. The psychologist further determined that Lucy was incapacitated, no longer able to live alone and in need of 24-hour supervision. Armed with this information, the investigator sought and obtained legal guardianship for Lucy, who was then placed in an assisted living facility. Almost immediately, Lucy appeared to enjoy living at the facility and the socialization opportunities it offered. Equally important, Lucy is no longer at imminent risk because she is safe and her needs are being met by her guardian and the staff of the facility.

The preceding illustration is not an actual account of any one particular Protective Services client, but rather an example of how diligently our Ursuline

Protective Services Investigators work to make sure the individuals handled through our program are properly served to meet each individual's needs during a time of crisis.

Good Grief Center

Since becoming an integral division of Ursuline Senior Services last year, the Good Grief Center (GGC) continues its mission as the region's first and only comprehensive center dedicated exclusively to bereavement support of all ages.

During the past fiscal year, GGC staff members have worked diligently to integrate their efforts into the overall work of Ursuline Senior Services while

continuing their commitment to both counseling individuals and educating the public about grief.

During 2011-12, GGC staff and volunteers fielded approximately 1,965 phone calls or emails from individuals seeking information or help, while their



total number of individual onsite visits or people counseled through support groups reached nearly 1,000. The division also provided both onsite and offsite support group facilitator training for a number of area organizations, reaching more than 1,000 individuals with information on how to reach out and support co-workers suffering with grief. In addition, GGC volunteers and staff spoke at numerous community meetings to educate attendees about grief and to advise them of the resources and services available through GGC.

To help fund the work of the Good Grief Center, staff continued in 2011-12 to reach out to area foundations for support with good success.

Guardianship

Guardianship

When we first received the guardianship for John, it was decided to place him in an assisted living facility. However, because of his mental dysfunction, he did not comply with taking his medications as prescribed and caused various problems. His family is extremely dysfunctional with drug use, etc., and also created many challenges for our program and for the facility. One of the reasons he was not taking his meds, we soon discovered, was because he was giving them to his wife instead, who was an addict.

In trying to address the situation, our program staff determined that the initial placement was wrong. Assisted living was not for him and he could not afford it. After another unsuccessful placement in a personal care residence, which he could afford, John was ultimately moved to a regional Veterans Administration facility. Finally, everything changed for the better because he was in the right environment. He was surrounded by his peers and was receiving the proper level of care. John is now very content and recognizes the problems with his family. Most recent reports state that John is a very "happy camper!"

The preceding illustration is not an actual account of any one particular Guardianship ward, but rather an example of how diligently our Ursuline guardians work to make sure the wards

supported through our program are properly placed and served to meet each individual's needs every day.

...our Ursuline guardians work (diligently) to make sure the wards supported through our program are properly placed and served to meet each individual's needs every day.

Annual Financial Report*

July 1, 2011 – June 30, 2012

INCOME

Care Management**	\$2,135,311
I & R**	32,495
Public Guardianship**	643,319
Private Guardianship	
Fee for Service	209,469
Medical Assistance Fees	137,450
Protective Services	326,592
Service Coordination	
SLEP**	110,000
Marion Plaza	20,694
Volunteer Programs	
AARP Money Management**	36,000
Cart to Heart Shopping Program	28,024
Flu Shot	26,880
Good Grief Center***	131,695
Administration****	52,316
TOTAL	\$3,890,245

EXPENSES

Care Management**	\$2,136,549
I & R**	32,495
Public Guardianship**	649,256
Private Guardianship	
Fee for Service	293,569
Protective Services	335,148
Service Coordination	
SLEP**	104,135
Marion Plaza	21,398
Volunteer Programs	
AARP Money Management**	36,000
Cart to Heart Shopping Program	25,063
Flu Shot	26,880
Good Grief Center***	228,519
Administration****	55,493
TOTAL	\$3,944,505

* audited figures

** Allegheny County Area Agency on Aging programs

*** October 1, 2011 to June 30, 2012

**** \$329,370.00 of Administration income and expenses are included in the contract amounts of the Allegheny County Area Agency on Aging programs

July 1, 2011 – June 30, 2012

Annual Program Report

CORE PROGRAMS

Care Management.....	2,269 Consumers
Guardianship	340 Wards
Allegheny Public Guardianship (Includes Kane & Court Support) —	168 Wards
Fee-for-Service Guardianship (Includes Trust Services) —	92 Wards
Out of County (Includes Cambria Care Center) —	80 Wards
Protective Services.....	553 Reports of Need
Service Coordination	766 Residents Served
Volunteer Programs	145 Consumers
AARP—Money Management Program —	63 Clients
Senior Reassurance Program —	16 Clients
Senior Companion Program —	43 Consumers
Volunteer Shopping Service —	23 Consumers (213 Trips)
In-Home Flu Shot Program	166 Consumers
Good Grief Center	4,841 Consumers
Training Activities	
On-Site Numbers —	46 Participants*
Off-Site Numbers —	745 Participants*
Call Report —	4,050 Consumers*
Total Unduplicated Persons Served	9,080 Consumers

OTHER SERVICES

Information & Referral	208 Requests
Volunteers.....	138 Volunteers
Good Grief Center —	25*
Money Management Program —	27
Senior Reassurance —	8
Senior Companion —	13
Volunteer Shopping Service —	30
Board of Directors —	20
USS Staff —	15

* Figures include participants from 10/01/11 through 6/30/12

Volunteer Programs

Volunteer Programs Director and Coordinator attended part of the national NAPSA (National Adult Protective Services Association) conference in Buffalo, NY in September, 2011 to participate in the discussion on the National Elder Justice Act and its implementation at the local level. This renewed attention to the exploitation (especially financial) of vulnerable seniors was of particular application to our AARP Money Management Program (MMP) for volunteer bill-payers.

Volunteer Programs met with group leaders of Stroke Survivor Connection in October, 2011 to gauge interest in pursuing a relationship with Ursuline. Since there appeared to be ongoing interest, bringing the group under the auspices of our agency's Volunteer Programs was planned for

January, 2012. Additional activities with the group throughout the year established a small core of active facilitators willing to help us transition the program appropriately.

In an effort to maintain the **Cart to Heart** volunteer shopping program, after the discontinuation of the Care Management (CM) Program at the end of June, 2012, the Volunteer Programs Director worked closely with CM program staff to transition the operation of the program and its volunteers under the purview of the volunteer division of the agency.

Volunteer Programs worked with the PNC Community Foundation on a MMP program expansion through the support of the Department of Treasury's **GoDirect!** Campaign to transition all federal benefit recipients to direct deposit by March, 2013.

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

Program Reports *Annual Report 2011–2012*

Ursuline Concludes Care Management Services

For almost 30 years, Ursuline Senior Services proudly offered Care Management Program services to seniors in our community. It was with great sadness that we announced that we would no longer be providing this service after June 30, 2012.

Our goal in care management was always to provide individualized supportive services to seniors, helping them to remain in their homes for as long as they chose. Through our care managers, information & referral specialist, supervisors and support staff, we worked very hard to provide consumers with the highest quality of service and assistance needed to navigate the complex senior care system.

Over the years, our department grew in size, but we never lost our focus – our senior neighbors and their caregivers. In addition to arranging and coordinating Area Agency on Aging (AAA) services, our care managers helped countless individuals in so many ways. When an individual experienced a financial crisis, our care manager helped them organize their finances and found resources to assist them. We have aided individuals who had their utilities terminated and brought food or medications to those going without. We have assisted seniors facing eviction or foreclosure, and worked with many who needed to relocate by helping them search for housing and facilitating their move.

Many of our staff donated their time and personal belongings to help seniors who were in need of clothing, household items, furniture, a holiday gift or a meal. We cared for (and at times rescued) pets when a senior or caregiver was hospitalized. The extent to which our care managers would go to help someone in need seemed limitless!

We would like to thank the many individuals who shared their support of our efforts over the years and who stand beside US now as we look for new and innovative ways to apply our experience and expertise to continue serving the community we love!