

Good Grief Center Offers Session on Coping with Loss and Adversity

With Featured Renowned Author and Expert Michele Reiss

On March 22, 2016, Ursuline Support Services' Good Grief Center for Bereavement Support hosted Michele Reiss, Ph.D., a nationally recognized expert on the psychological impact of grief and serious illness. The event, *Dancing in the Rain*, highlighted true life stories on how individuals can cope with loss and adversity.



Dr. Reiss, author of *Lessons in Loss and Living*, was publicly recognized as the psychotherapist who worked with Dr. Randy Pausch, a Carnegie-Mellon University professor diagnosed with pancreatic cancer who received much media attention due to the enthusiastic optimism he demonstrated in the face of terminal illness. Dr. Pausch's *The Last Lecture* later became a book and a *New York Times*' bestseller.

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Ursuline to Participate in May 3 Day of Giving

Matching Funds Enable Donors to Double their Gifts

Supported by \$4,000 in matching funds, Ursuline Support Services will participate in the Pittsburgh Foundation's seventh annual Day of Giving for Allegheny, Butler and Westmoreland county nonprofits on May 3, 2016. The date is in conjunction with the national Give Local America event, in which 180 community foundations participate in a 24-hour crowdfunding process designed to empower every person to give back to their local communities by supporting organizations they trust to tackle today's most critical issues.




On May 3, from 8 a.m. to midnight, the public will be able to support participating nonprofits through the Foundation's pittsburghgives.org donation portal. There participants will find easy-to-follow instructions on how to make a donation to their chosen nonprofit.

"Ursuline is thrilled again to participate in the Day of Giving," said Executive Director Tony Turo. "And, thanks both to the generosity of the Pittsburgh Foundation, Dollar Bank Foundation and some of our generous supporters, we are in a good position to take advantage of a matching grant opportunity. This is a great way to make your contribution count for double the amount you donate."

According to the Pittsburgh Foundation, this year's event updates previous Day of Giving models in that each nonprofit will be free to raise its own match pool ahead of the May 3 event. Each gift it receives via pittsburghgives.org will be matched dollar-for-dollar until the organization's match pool is depleted. To add incentive, the Foundation will offer prizes from a \$100,000 pool (restricted to Allegheny County nonprofits) throughout the day. This includes bonus grants to participating organizations based on various categories, from most first-time donors to most creative social media campaigns.

"Ursuline Support Services depends on the generosity of the community to keep our programs available to all community members including seniors and disabled adults, along with the individuals and families struggling with grief, who we serve," stated Turo. "A contribution to Ursuline Support Services will improve the health, safety and comfort of seniors and adults who lack the capacity to provide for themselves."

Anyone who does not have access to the Internet and wishes to contribute, may do so by mailing a check directly to Ursuline Support Services, 2717 Murray Avenue, Pittsburgh, PA 15217.

"Please help with a generous contribution. Your donation can make a difference in the lives of the vulnerable, hurting and needy in our communities." 

Western Pennsylvania Support Group for Esophagectomy Patients and Caregivers


The Western Pennsylvania Esophageal Support Group has launched an esophageal cancer support group for those diagnosed with esophageal cancer and their caregivers.

Founded by Rajeev Dhupar, MD, MBA, and Ursuline Support Services, the group meets at the Good Grief Center for Bereavement Support located at 2717 Murray Avenue in Squirrel Hill. A variety of topics and speakers are offered to educate and provide support.

“Past discussions have included what to expect during and after surgery, nutrition, activity, as well as how patients and family members adjust.”


– Diana Hardy
Director, Good Grief Center
for Bereavement Support

“Past discussions have included what to expect during and after surgery, nutrition, activity, as well as how patients and family members adjust,” said Diana Hardy, director of the Good Grief Center for Bereavement Support. “We welcome those who have had prior esophageal surgery or who will be having esophageal surgery in addition to supporting family members.”

Anyone interested in participating in the Western Pennsylvania Esophageal Support Group should call 412-224-4700. Topics will vary monthly, with peer support and networking is encouraged. 

Reiss cont. from page 1

Dr. Reiss presented positive coping strategies, learned optimism, cultivating happiness, the importance of “good thoughts,” gratitude, the use of gratitude journals, altruism, and memorializing as various means available to help each of us survive and live fully despite the losses and challenges in our lives. Those in attendance were provided the opportunity to receive an author-signed copy of *Lessons in Loss and Living*.

The Good Grief Center wishes to acknowledge and thank the Women of Calvary, Calvary Episcopal Church for their generous financial contribution to help make this program possible. 

NCOA Offers Ways for Older Adults, Caregivers to Stay Independent

The National Council on Aging (NCOA) is offering a number of tools and resources to help older adults and caregivers of seniors stay independent. These include free news on aging well and a resource directory providing information on a variety of topics such as falls prevention, chronic disease, benefits, jobs and much more.

Also provided are programs that can help an individual stay healthy and economically secure. Free, personalized online reports are available, including:



BenefitsCheckUp®

Find benefits that you may be eligible for to help pay for food, medicine, and utilities




EconomicCheckUp®

Learn how to make the most of your money, avoid scams, and find work



My Medicare Matters®

See how to maximize your Medicare benefits and choose the plan that's right for you

To sign up or for more information, visit <https://www.ncoa.org/for-older-adults-caregivers/> 

DIRECTIONS

from the Executive Director

Grace Under Pressure

As I write this, the Commonwealth of Pennsylvania finally agreed to a complete and final budget package for Fiscal Year 2015-16—a mere nine months later than it is constitutionally mandated, but who's counting? Week after week and month after month throughout the budget impasse, more and more nonprofit organizations, from education institutions to social service agencies like Ursuline, faced an uncertain financial future. Because we did, those we served also were left hanging and wondering if the critical services on which they've come to rely would be there when needed.

It would be tempting to use this space to rail against our elected officials, Democrats and Republicans alike, for using the most vulnerable among us as pawns in a sorry game of politics. Exacerbating this distasteful game of political chicken is the fact that the elected officials and their staffs were not being personally impacted by this tug of war, since they continued to receive their salaries and benefits even in the absence of an approved budget which threatened the livelihoods of so many others.

But I've decided not to criticize this behavior, for a couple of reasons. First, by now anyone who has followed this exhibition of government at its worst already has formed his or her own opinion about this process (or lack thereof). And second, I would prefer not to paint Harrisburg with too broad of a critical brush, since I have no doubt that there remains in that town and across the state individuals who genuinely tried to find a way out of this morass and who really do care about those individuals and organizations among us reliant on state-funded programs.

What I would rather do is share with you a more inspiring aspect to this story. Both within Ursuline and among so many other not-for-profit organizations, I know that this crisis brought out the best in our social services network, especially in those who staff these much-needed services. As the continuing



budget crisis threatened salary cuts or outright layoffs, I was overwhelmed by the response of our own staff who, simply put, reached within themselves to put those they serve above their own well-being. With an inspiring show of dedication, our employees agreed to accept a temporary pay cut, while in other organizations staff did the same or even worked for free until the financial mess could be sorted out.

Certainly many of these individuals, like so many Americans today, live paycheck to paycheck, yet offered to stretch what little savings they have (including dipping into 401(k) retirement accounts), or perhaps to lean on family and friends for the financial support necessary

to survive month after month of frozen state funding. Knowing some of my own staff members were facing such financial trials due to a political battle they had no part of truly broke my heart! But so committed are our human services professionals to others and to the missions of their individual organizations that they sincerely wanted to serve as long as they could afford to do so.

Some have suggested that this willingness of our organizations and staffs to sacrifice in this way worked against the human services network's cause to force the budget impasse to a close. By not shutting down our agencies, unless and until we had no other choice, we actually bought the politicians more time to haggle trying to

score political points by painting those in "the other party" as the reason for the stalemate. So if our refusal to shrug our responsibilities (while our politicians seemed ready to do so) made keeping our agencies running more difficult in the short run, that's a risk many of us were willing to take.

I know more than anything, I wish we didn't have to face these kinds of fiscal challenges and uncertainties every few years or so. But one silver lining, at least for me, is that these struggles serve as a reminder of how proud I am to be even a small part of a group of so many caring and committed individuals, who are among both my own staff and my colleagues. If there is any good that came out of the recent budget impasse, it was the way our human services safety net held together in the face of real financial distress for the good of all those we are here to serve!

Tony Turo

"As the continuing budget crisis threatened salary cuts or outright layoffs, I was overwhelmed by the response of our own staff who, simply put, reached within themselves to put those they serve above their own well-being."

Dear Friends of Ursuline Support Services:

Once again it is my honor and privilege to thank you for your continued support of Ursuline Support Services.



The past year was another challenging one, not just for our agency, but for many nonprofit organizations across Pennsylvania, due to the state budget stalemate, which was only recently resolved. Yet despite the uncertainty this financial crisis created, I am pleased to share with you that Ursuline staff and volunteers remained resolute in their commitment to the people they serve.

And because of that commitment, Ursuline was able to enjoy another successful year of growth and service. We continue to build alliances throughout western Pennsylvania to provide quality programs and services. Additionally, we continue to raise awareness of the needs of those who put their trust in us.

An example of this is the efforts we continue to make through the Good Grief Center for Bereavement Support to encourage businesses and organizations to understand grief in the workplace and the additional stress faced by their employees who serve as caregivers at home. I am happy to report that many of these organizations are recognizing that providing support to these employees not only contributes to the bottom line but it is simply the right thing to do.

This is just one of the many ways in which Ursuline Support Services contribute to making our community a better place to live. I hope you will review the information in these pages and also visit our website to get a more complete picture of that impact. And as you do so, I hope you also appreciate that we simply could not do such good work with your help.

On behalf of our Board of Directors, our staff and volunteers, I thank you for your support and commitment. You really do make a big difference in the lives of others and for that we are deeply grateful.

Sincerely,

Mike Lee, Chair

ANNUAL

Annual FINANCIAL Report*

July 1, 2014 – June 30, 2015

INCOME

Public Guardianship**	\$500,000
Private Guardianship	
Fee for Service	207,372
Medical Assistance Fees	138,800
Protective Services**	365,592
Service Coordination	
SLEP**	135,000
Marian Plaza	27,797
Independence Support Programs	
Money Management Program**	36,000
Cart to Heart Shopping Program	12,328
Flu Shot	7,500
Good Grief Center	113,616
Administration***	77,906
TOTAL	\$1,621,911

EXPENSES

Public Guardianship**	\$504,063
Private Guardianship	
Fee for Service	229,574
Protective Services	365,860
Service Coordination	
SLEP**	136,238
Marian Plaza	27,820
Independence Support Programs	
Money Management**	36,128
Cart to Heart Shopping Program	12,100
Flu Shot	2,921
Good Grief Center	218,175
Administration***	168,652
TOTAL	\$1,701,531

* audited figures

** Allegheny County Area Agency on Aging programs

*** \$103,659,000 of Administration income and expenses are included in the contract amounts of the Allegheny County Area Agency on Aging programs; \$50,741 of Administrative income & expense is included in the remaining program budgets.

REPORT 2014-15

Annual PROGRAM Report

July 1, 2014 – June 30, 2015

CORE PROGRAMS

Guardianship335
Wards

- Allegheny Public Guardianship
(Includes Kane & Court Support) – 144 Wards
- Fee-for-Service Guardianship
(Includes Trust Services) – 81 Wards
- Out of County
(Includes Cambria Care Center) – 110 Wards

Protective Services.....749
Reports of Need

Service Coordination637
Residents

Volunteer Programs40
Participants

- Money Management
Program – 31 Clients
- Volunteer Shopping Service – 9 Participants

Good Grief Center5,584
Participants

- Training Activities:
 - On-Site Numbers – 60 Participants
 - Off-Site Numbers – 1,084 Participants
- Call Report – 4,440 Overall Contacts

**Total Unduplicated
Persons Served7,345
Participants**

OTHER SERVICES

Volunteers60
Volunteers

- Good Grief Center–15
- Volunteer Shopping Service–13
- Money Management Program–16
- Board of Directors–16
- USS Staff–23



Want to Make a Real Difference? Become an Ursuline Volunteer!

Along with financial contributions, another critical way in which many individuals choose to help Ursuline Support Services and its many programs is through the gift of time.

Ursuline Support Services' volunteer opportunities allow people from Allegheny County and surrounding counties ways to assist in providing high quality services to vulnerable seniors and adults and thus make a true difference in the community.

Ursuline offers a wide array of volunteer opportunities and schedules to match the interests of everyone. So whether you prefer to work directly with others or behind the scenes in our offices, we guarantee that we will find a place for you in our organization.

All of our Independence Support Services are made possible through the help of volunteers, all of whom receive personalized training and support to ensure that they have an effective and rewarding volunteer experience. Our Good Grief Center also makes services available through the direct assistance of volunteers. Want to get started? To read about available volunteer opportunities, visit our web site (ursulinesupportservices.org) and check out our Independence Support Services page. Then, when you are ready, just contact us at 412-224-4700 to find out what a big difference you can make with just a little of your time. 

URSULINE SUPPORT SERVICES

Current Board of Directors *(as of March 2016)*



Officers

Mike M. Lee, Board Chair
Former Strategy & Operations, Financial Management
Deloitte Consulting LLP

Virginia C. Calega, MD, Board Vice-Chair
Vice-President, Strategic Clinical Solutions
Highmark, Inc.

Douglas S. King, Board Treasurer
Managing Director
Gleason & Associates, P.C

Linh Quach, Board Secretary
Human Resource Manager
Zoom Media & Marketing/ClubCom

Directors

Alina C. Crisi, Compensation Associate
PNC Financial Services, Inc.

Donna M. Doblick, Esq., Partner
ReedSmith

Elisa C. Foster, Women's Leadership & Mentoring Specialist
Robert Morris University

Keith R. Lagnese, MD, Chief Medical Officer
Family Hospice & Palliative Care

Jonathan E. Livingston, Special Assistant to the Vice Provost
Graduate Studies, University of Pittsburgh

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HyperActive Technologies

David J. Miller, Esq., Director, Commercial and Legal
Matrix North American Construction Inc.

Robert T. O'Connor, Executive Director, General Manager
Aetna

Scott Pipitone, President
Pipitone Group

Jean Robinson, Active Community Volunteer

Louise Cavanaugh Sciannameo, Vice President
Communications & External Relations
Pittsburgh Symphony Orchestra

Kyle Steffen, Associate Director of Major Gifts
Allegheny Health Network

Adam Zihar, Project Manager
UPMC Health Plan

Director Emeritus

Guy Tumolo, Retired
Controller's Office, Allegheny County

WELCOME New Board Members



Alina C. Crisi
Compensation Associate
PNC Financial Services, Inc.



Jonathan E. Livingston
Special Assistant to the Vice Provost
Graduate Studies, University of Pittsburgh



Adam Zihar,
Project Manager
UPMC Health Plan

Board of Directors SPOTLIGHT

Name: Douglas S. King

Professional Organization/
Title: Gleason & Associates, PC;
Managing Director

How Long Have You Been a
Member of the Board of
Ursuline Support Services?

Since August 2008 (7 years)

What Encouraged You to
Join the Board?



My first introduction was from fellow Board member, Donna Doblack, who began sending me the USS newsletter. The more I read about the important things USS was doing for seniors in the Pittsburgh area, the more I wanted to be a part of that effort. So I became a AARP Money Management volunteer, met Karen Tobin and Tony Turo and subsequently became a member of the Board.

What Do You Hope to Bring to the Organization
through Your Service?

I hope to further the good work so many dedicated and talented management and staff members of USS are doing for seniors in the area.

What is Your Favorite Part of Serving on the Board?

I admire the talented and dedicated management team who truly treat their service to USS clients as more than just a job.

What Would You Like to Share with the Community
about Ursuline Support Services, its Programs and
Services?

I want the community to know how important it is that USS services enable seniors to age in their own home. I personally was blessed to be able to take a senior family member into my home, but not all families are able to do this. In the situations where this is not possible, USS enabling a senior to remain in his or her own home as long as physically/medically possible pays enormous benefits for the senior, family members and the community as a whole.

What would you say to others who may be
considering board membership as a way to volunteer
in support of a community benefit organization?

You need to be passionate about the organization's mission.

A Special Thank You for Protective Services

The following "thank you" note was received by Protective Services Investigator Tammy Athey after a recent client intervention. KUDOS to Tammy for always doing USS proud!

Dear Tammy,

Your visit with me Tuesday was helpful, motivating and most importantly, so very kindly-spirited.

I am blessed to have met you...

...When people comment about Pittsburgh being one of the "Best Cities" for one reason or another, I am always quick to say that for me Pittsburgh is also best due to city and county resources for residents, especially senior citizens. YOU represent the best of the best who deliver these resources because of your style, your helpful manner and your ability to relate so well to the people you serve. I say this so boldly as a testimony to your interaction with me, and having no doubt that you are equally skillful and kindly helpful with all those you assist.

So thank you!...

...Life is very good today. I am grateful to all who have contributed to my ability and motivation to act in my own best interests as you, Tammy, most definitely have done....

...For now...my goal is to "get my own house in order" and thanks to you, among many other wise and generous people, I am better able to do that.

Best wishes,

Thank
You



Ursuline Support Services

Help navigating life's transitions

Administrative Center
2717 Murray Avenue
Pittsburgh, PA 15217

Phone: 412-224-4700
FAX: 412-224-4717
Toll Free: 1-888-474-3388

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Double Your Gift to Ursuline During Day of Giving May 3


What is the Day of Giving?

The Pittsburgh Foundation's Day of Giving is a 16-hour, online giving event created to increase a collective culture of philanthropy in our region. The goal is simple – inspire Western Pennsylvanians to come together, show their pride in their communities, and contribute to support the life-changing work of local nonprofit organizations, like Ursuline Support Services.

The Day of Giving will take place Tuesday, May 3, from 8 a.m. to midnight. Donations will be accepted during this 16-hour period through www.pittsburghgives.org, butlergives.org or westmorelandgives.org



Why give?

Public charities, such as Ursuline Support Services, schools and religious institutions play an essential role across our region – in health, arts, environment, education and social services. In today's economic environment these organizations need to accomplish much more with much less. Gifts made during the Day of Giving will be amplified by incentive prizes for participating nonprofits. 

www.pittsburghgives.org



www.ursulinesupportservices.org

United Way Donor Designation Code: 281



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