

## Ursuline Launches Speaker Series September 20

### Renowned Pitt Distinguished Service Professor to Kick Off Ursuline Talks!

Dr. Richard Schulz, internationally renowned researcher on aging and caregiving and a Distinguished Service Professor at the University Pittsburgh, will kick off *Ursuline Talks 2017*: “Caregivers, Caregiving ... and Common Threads,” Wednesday, September 20 at Calvary Episcopal Church, 315 Shady Avenue, in Shadyside.



Completing the stellar lineup of speakers will be Dr. Theresa Brown, author of *The New York Times* bestseller, “The Shift: One Nurse, Twelve Hours, Four Patients’ Lives” on October 11 and Nikolas Jintri, a performer and philosopher who challenges audiences to explore spiritual, social and practical concepts through storytelling, music and illusion on November 15. Each event begins at 6:15 p.m. with registration and refreshments, with speakers’ presentations starting at 7 p.m.

For the first talk, Dr. Schulz intends to discuss the prevalence of caregivers in society (how many there are, who they are and to whom are they providing care); the health effects of caregiving; and caregiving policy for the United States. Dr. Schulz was chair of a National Academies of Sciences, Engineering

Speakers cont. on page 4

## Core Values: The Heartbeat of Any Organization

### Second in a Series

*(Starting in the Winter, 2017 issue of All About USS, Ursuline began to explore its Core Values adopted during a recent strategic planning session. In this issue, we take a closer look at the following belief: “When facing life’s transitions, everyone should have a ‘safe’ place to turn for help where highly qualified professionals whom they trust are accessible to them.”)*

Among its most basic beliefs (core values), Ursuline affirms that “When facing life’s transitions, everyone should have a ‘safe’ place to turn for help where highly qualified professionals whom they trust are accessible to them.”

This sentence is packed with meaning. To begin with, it references a ‘safe’ place. For many people, it’s hard to imagine constant feelings of vulnerability, of feeling threatened by individuals or events beyond your control. Yet for many of our neighbors, safety is not taken for granted. From the more dramatic situations, where individuals suffer physical or emotional abuse, to the also difficult challenges where each day lacks a financial, physical or social safety net, too many people in our community feel they have no place to turn.

**Since 1981, the vulnerable elderly and others have found a safe place at Ursuline.**




Since 1981, the vulnerable elderly and others have found a safe place at Ursuline. Whether through Guardianship, Protective Services or Independence Support Services, those we serve know that our staff and volunteers are committed to standing by them, gatekeepers from the harm of exploitation or isolation.

Ursuline programming has always been offered and provided through the direction of highly qualified professions who, through qualified staff and comprehensively trained volunteers, ensure that every person under our care is treated with compassion, dignity and respect. This is not an idle boast. Our

Values cont. on page 5

# “Little Portion” to Help Ursuline in a Big Way

Ursuline Support Services recently received a \$2,000 grant from the Portiuncula Foundation, which is administered by the Sisters of St. Francis of the Neumann Communities. The support is to assist Ursuline in developing new communications and marketing materials to better help the agency create awareness of its programs and services in the community. The word “Portiuncula” means “Little Portion” but it is a big help to Ursuline as it seeks to reach more people in need. Shown here at the Portiuncula Annual Awards Brunch are incoming Foundation Executive Director Natalie Kasievich, outgoing Foundation Executive Director Sr. Marlene Kline, Foundation Board Member Kimberly Gannon, Ursuline Executive Director Tony Turo and Foundation Board Member Edwin Ellis. 




## Ursuline Welcomes Volunteers

Would you like to play a significant role in helping someone maintain his or her independence while navigating a life transition with dignity? Then why not consider becoming an Ursuline Support Services volunteer?

A hallmark of Ursuline’s work in our community is our commitment to delivering any number of services with a personal touch. This not only allows us to help ensure complete care, but it provides a crucial intangible benefit: those we serve need not ever feel the pain of isolation or loneliness. Without our cadre of caring, compassionate and committed volunteers, our ability to assist so many neighbors in need would be severely limited.

Whatever your interest, skill or availability, we welcome you to our team. We have opportunities in direct client service, such as bill paying and grocery shopping as well as general help in our office.

Interested? Call 412-224-4700 or visit our website at [ursulinesupportservices.org](http://ursulinesupportservices.org). 



**Ursuline**  
Support Services

*Help navigating life's transitions*

### LEADERSHIP STAFF

**Anthony J. Turo, MPA**  
Executive Director

**Ron Cichowicz**  
Director, Development & Communications

**John Daub**  
Director, Finance & Operations

**Melissa Osman**  
Assistant Director, Guardianship & Protective Services

**Michelle Smart, MS, NPM**  
Director, Guardianship & Protective Services

**Karen Miller Tobin, MEd**  
Director, Independence Support Services



# DIRECTIONS

## from the Executive Director

### *Lonely No Longer*

At Ursuline, we have always prided ourselves on providing help to those navigating life's transitions with a very human and personal touch. This is true whether we are offering guardianship, protective services or independence support services, such as service coordination, representative payee, bill paying or grocery shopping.

Perhaps instinctively, those staff and volunteers who have worked for Ursuline always knew there to be an added, perhaps intangible benefit inherent in that human contact. Now research is beginning to confirm that belief, as more and more studies are proving the potential harmful and sometimes even fatal effects of loneliness and social isolation. In fact, in one study conducted recently in England, loneliness was found to cause more death among the elderly than any disease, including cancer and diabetes.

Such evidence didn't exist 35-plus years ago when Ursuline began offering help to the most vulnerable among us. Somehow, our predecessors just knew that the impact of any social service program would be enhanced when delivered in-person by compassionate, caring individuals.

It's a tradition all of us have been proud to maintain over the years.

This is true whether you are an Ursuline staff member, volunteer or donor. Each in our own way creates that chain of compassion and caring, regardless of the role we play. Without financial support, we could not continue to operate many of our programs. Without volunteers, we could not possibly reach the number of individuals we have served, and continue to serve. Without a professional staff willing to go above and beyond what is required by a job description, we could not have the confidence of knowing that everyone we accept as a client will receive the best support that is humanly possible.

As part of this chain, Ursuline has an established network of relationships with agencies, organizations and individuals who provide additional care in a way that is in keeping with our own standards of personal attention. Such partnerships allow us to keep our commitment to do everything we can to help individuals maintain their independence and dignity. I can assure you that our positive reputation is established and growing, as evidenced by the number of referrals we receive from many sources across all of our programs.



Ursuline will remain committed to its mission to help individuals navigate life's transitions and we will continue to do so by providing personal care and attention. In this way, we can do everything in our power to make sure those we serve also benefit from human interaction. But on a larger scale, this is a community-wide challenge.

Right now, researchers around the world are seeking cures for some of the most devastating diseases afflicting the human race, from cancer to diabetes and from dementia to heart failure. These cures no doubt someday will come.



**Ursuline will remain committed to its mission to help individuals navigate life's transitions, and we will continue to do so by providing personal care and attention.**

In the meantime, we have the power to eradicate perhaps the cruelest killer of all—loneliness. The cure isn't waiting on a breakthrough in a lab. It's waiting on each of us to reach out to another human being with genuine concern, compassion and friendship. With our supporters behind USS, we here at Ursuline truly believe we can bring to life the oft-quoted words of Margaret Mead: "Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."

*Tony Turo*

## Speakers cont. from page 1

and Medicine committee that recently released a 297-page “Families Caring for an Aging America” report.

“Ursuline is proud and honored to have Dr. Rich Schulz open our inaugural speaker series,” said Ursuline Executive Director Tony Turo. “As a highly respected researcher in his field, Dr. Schulz will bring much to a discussion of the role of caregivers, both professional and lay, and the impact caregiving is having on the overall health and well-being of our society.”

Mr. Turo added, that the following two speakers will provide additional aspects to this important issue with the first, Dr. Brown, presenting her thoughts on professional caregivers and their relationship to those needing support (including loved ones), and Mr. Jintri, who will both entertain and inform those who have or could in the future be thrust into the role of caregivers.




*Theresa Brown*



*Nikolaus Jintri*

Among the sponsors and supporters of *Ursuline Talks! 2017* are the Women of Calvary-Calvary Episcopal Church, UPMC Health Plan, Alzheimer’s Association, Community Life, Family Services of Western Pennsylvania, the Jewish Healthcare Foundation and D’Alessandro Funeral Home.

Tickets for each presentation are \$20 apiece; series tickets can be purchased for \$50 each. To purchase tickets or for more information, call 412-224-4700 or visit [ursulinesupportservices.org](http://ursulinesupportservices.org). 

## Rep Payee Program Helping More Individuals

Thanks in large part to the support of the Staunton Farm Foundation and the J.B. Finley Charitable Trust administered by PNC’s Charitable Trusts Grant Review Committee, Ursuline’s Representative Payee Program—which assists individuals in dire need of money management help—continues to reach an increasing number of individuals.

**“The confidence demonstrated by these referrals is a testimony to the solid reputation Ursuline projects in the community.”**

– Tracey Williams  
*Representative Payee  
Service Coordinator*


## Welcome Adam Zihar

**Ursuline Board welcomes new leader, Adam Zihar, to his “New Chair!” Adam joins Vice-Chair Scott Pipitone, Treasurer Cynthia Arcuri, Assistant Treasurer Scott Marentay, and Secretary Alina Crisi in rounding out the slate of officers for the 2017-19 term.** 



Grant funds from the two organizations enabled Karen Tobin, director of Independence Support Services for Ursuline, to add Tracey Williams to the agency staff as a rep payee onboarding coordinator. Upon announcing Tracey’s hiring, an immediate uptick in referrals from various agencies and individuals began.

“The confidence demonstrated by these referrals is a testimony to the solid reputation Ursuline projects in the community,” said Williams. “What we’re hearing is that those referring individuals to us always knew we had a stellar reputation for compassionate and professional service. Now they know we also have the capacity to accept more clients into the program and they are responding greatly.”

For more information about Ursuline’s Representative Payee Program or any of the other services offered, call 412-224-4700. 




# Three Ursuline Guardians Earn National Certification

Three members of the Ursuline Guardianship program recently received certification as a National Certified Guardian (NCG) by the Center for Guardianship Certification. The three recipients are Program Director **Michelle Smart**, Assistant Director **Melissa Osman** and Estate Guardian **Grace Searles**.

CGC certification requires applicants to meet a number of standards; individuals who earn the designation must also swear or affirm that they will adhere to the provisions of the National Guardianship Association (NGA) Standards of Practice and Code of Ethics in their work as a guardian.




“We are extremely proud of these three individuals for earning this certification,” said Ursuline Executive Director Tony Turo. “This accomplishment serves to affirm the high degree of commitment, compassion and professionalism Ursuline offers through its guardianship program.” 

## Values cont. from page 1

hallmark is direct, personalized care, where Ursuline personnel routinely go the extra mile for those they serve. And not only does Ursuline insist on a high level of performance from its own staff and volunteers, but it holds those agencies to whom it might refer an individual to the same standard. Why? Because it's what people have come to expect and deserve, and why they place their trust in USS.

People know that if they call Ursuline, their calls are returned in a timely fashion. If Ursuline cannot provide the direct assistance needed, we will work diligently to find an agency or individual who can. And once we accept responsibility for care of another, that care isn't limited to a “9 to 5” schedule. Because we know you can't schedule life's challenges, nor limit problems to eight hours a day, Monday to Friday. We respond when the need arises, not when it's convenient for us.

This all adds up to one of Ursuline's core values upon which our agency has stood strong for more than 35 years. 


# Ursuline Staff Attends 2017 Multi-Family Housing Conference

Members of Ursuline's Independence Support Services staff joined representatives from many other agencies representing areas of Service Coordination and Building Management at the 2017 Multi-Family Affordable Housing Conference, June 27 in State College, PA.



“The conference focused on various changes and upcoming initiatives for residents as well as relationships for building managers and service coordinators,” said ISS Director **Karen Tobin**. “It appears that this relationship is a focus for not only the housing community, but for ‘all’ invested in public housing.”

Joining Tobin at the conference from Ursuline were service coordinators **Toni Federline**, **Nancy Scott** and **Gwen Harris**.

“Ursuline staff interest was very significant,” said Tobin, “considering that there are increased requests regarding our capacity to provide ‘service coordination’ in buildings that previously did not provide this type of support. The information and contacts from the conference will be well utilized as Ursuline continues to explore this as a possible service expansion opportunity.” 



# 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

NONPROFIT ORG  
US POSTAGE  
**PAID**  
PITTSBURGH PA  
PERMIT NO 147

RETURN SERVICE REQUESTED

## INSIDE:

*Ursuline Talks* speaker series begins September 20

Representative Payee helping more people with new staff

# Ursuline Completes Office Consolidation

## All Programs Now Provided through Agency's Squirrel Hill Headquarters

Effective August 21, 2017, all Ursuline Support Services and personnel will be available through its Squirrel Hill office at 2717 Murray Avenue. The office operating in East Liberty will be closed effective that same date.

“This move makes good sense for those we serve,” said Ursuline Executive Director Tony Turo. “While we do offer very specific programs to meet very specific needs, our programs inter-connect in a way that benefits those in need. Additionally, given the collegial nature of the work we do, our staff and volunteers find that they can better serve others when they can share ideas and information. It’s the kind of benefit that can’t often be measured but is no less valuable.”

Turo added that the move, made possible by the recent closing of the Good Grief Center, will also result in some cost savings

for the agency, which will allow some of those savings to enhance care for those the agency serves.

As of August 21, the mailing address for all programs offered through Ursuline Support Services will be:

**Ursuline Support Services**  
**2717 Murray Avenue**  
**Pittsburgh, PA 15217**

**P: 412-224-4700**

**F: 412-224-4717**

**Toll Free: 1-888-881-4749**

For more information about Ursuline Support Services and its programs, visit [ursulinesupportservices.org](http://ursulinesupportservices.org) or call 412-224-4700.



*Ursuline Support Services helps individuals experiencing challenges posed by life's transitions, inspiring hope through protection, education, and advocacy.*

[www.ursulinesupportservices.org](http://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.