

Annual Appeal 2017

Helping to Plant Seeds of Hope and to Nurture Dignity through Independence

One of the many ways your contribution to Ursuline's Annual Appeal makes a big difference in the lives of others is by providing us with resources to ensure those we serve receive the finest personalized care possible. Such care is critical if we are to preserve the human dignity of each client while we work to enable him or her to live as independently as possible.

One such client is David, a Vietnam veteran who, like so many, returned home haunted by memories of death and other horrors that torment him to this day. Now 71, David still suffers regularly from nightmares, night sweats and bouts of depression.

David is a ward of our guardianship program and lives in a personal care home where his basic needs are met and where he maintains a life of relative freedom and self-respect. This is made possible in large part due to the care delivered through David's guardian and a support network provided by Ursuline.

David struggles with some basic tasks and would find it difficult to live as independently as he does without Ursuline's support. Besides the larger challenges faced by Ursuline's wards, our guardians deliver a level of personal care to each, providing them with what they need, such as shoes and clothing, as well as items to improve the quality of life, such as snacks and books to pass the time.

With Ursuline's support, David is engaging others and in his own way giving back to the

Appeal cont. on page 2

Ursuline Academy Alumnae Plan to Forge Stronger Ties with Ursuline Support Services

Many Grads Express Appreciation for Continuing Their School's Legacy

A committee of Ursuline Academy alumnae has begun convening regularly to plan the school's 2018 biennial reunion. Appropriately, the committee meetings are being held at Ursuline Support Services, current name of the social service agency created by the Ursuline Sisters after the closure of Ursuline Academy in 1981. Many alumnae were introduced to Ursuline Support Services and its connection to their school last year when the agency hosted a reception for alumnae last fall as part of their 2016 reunion weekend. But other graduates, including a few 2018 reunion committee members, learned of the connection between the two institutions only recently.

Regardless of when or how each alumna heard of the relationship, reactions have been positive and filled with pride that the legacy of Ursuline Academy lives on through the services provided to others.

“While it is a bit sad to know the school that meant so much to us is closed, it's terrific that the lessons reinforced in our classrooms...live on through Ursuline Support Services.”

*— Tina Berardi, class of 1977
2018 Reunion Committee Chair*

“While it is a bit sad to know the school that meant so much to us is closed, it's terrific that the lessons reinforced in our classrooms about service, compassion and sacrifice for others live on through Ursuline Support Services,” said Tina Berardi, class of 1977 and chair of the 2018 reunion committee. “It means the spirit of our school lives on and it continues to positively impact the lives of others.”

Reunion cont. on page 6

community. He and other volunteers do this through a garden they cultivate near his personal care home. David, who loves the outdoors, says the garden reminds him of happier times with his family while providing companions and allowing him to share the “fruits of (his) labor” by donating their harvest to the local food bank.

the degree of success we do without the support of others who believe in our mission to assist individuals experiencing challenges posed by life’s transitions, while inspiring hope through protection, education and advocacy.

You soon should receive our Annual Appeal request in the mail. We hope you will think of David and so many others


David struggles with some basic tasks and would find it difficult to live as independently as he does without Ursuline’s support. With Ursuline’s support, David is engaging others and in his own way giving back to the community.



Through the help of our supports, David finds time to forget the jungles of Vietnam in favor of nurturing vegetables in a community garden. His nightmares are at least balanced by pleasant memories of his youth and thoughts of joining others to do some good for his neighbors.

David is but one example of the good work Ursuline is able to do to enhance the lives of others. But we could not experience

like him who benefit from Ursuline’s services—services provided largely through the help of people like you—and be as generous as possible. On behalf of those we serve, we thank you for any assistance you can provide.

(Prefer to make an online donation? Visit ursulinesupportservices.org and click on the red **Donate Now** button.) 

Ursuline to Participate in Give Big Pittsburgh November 28

Ursuline will join with hundreds of other Pittsburgh area nonprofits in #GiveBigPittsburgh, a new regional fundraising initiative by Pittsburgh Magazine, in partnership with the Pittsburgh Foundation, designed to spark Pittsburgh’s charitable spirit. The new #GiveBigPittsburgh initiative replaces the Foundation’s Day of Giving event.

#GiveBigPittsburgh will launch on Tuesday, Nov. 28, designated nationally as Giving Tuesday, and continues through Sunday, Dec. 31. The public will be able to support participating nonprofits through the www.givebigpittsburgh.com website. Look for more information coming soon!



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



Seeing the Forest *and* the Trees

As our incredibly dedicated staff and volunteers show up each day and do their jobs with a high level of commitment, compassion and professionalism, it's often easy to lose sight of some of the bigger accomplishments logged over a year. So, since this edition of **all about USS** includes our annual report, I thought it might be interesting to look back on the past 12 months and relive our agency's highlights.

At the end of last year, Ursuline Support Services, partnering with our generous friends at West Penn Hospital, FedEx Ground, Edgar Snyder & Associates law office, Reed Smith law office and the Pipitone Group, were able to provide nearly 400 holiday gifts to our clients. This annual gesture helps to assure many we serve that someone cares about them and hopes they share in at least a little joy of the holiday season.

Early in 2017, our agency made the tough decision to no longer provide direct bereavement support through the Good Grief Center. The decision was not arrived at lightly, but necessitated by a number of factors that made it impossible to continue the program at an affordable and effective level. Ursuline continues to help those seeking bereavement support find other qualified resources.

With support from both the Staunton Farm Foundation and the J.B. Finley Charitable Trust administered by PNC's Charitable Trusts Grant Review Committee, Ursuline expanded its capacity to provide Representative Payee supports to more individuals in need of this money management service. The two grants enabled our agency to hire a part-time rep payee onboarding coordinator to increase the number of clients we can accept, thus providing even more individuals with the opportunity to maintain their independence and dignity.

Ursuline participated in the Highmark Walk for a Healthy Community for the first time in 2017 and, as they say, a good time was had by all who were able to join us May 13. This included staff, board and other volunteers, family members and other friends of our agency who enjoyed a healthy walk along Pittsburgh's North Shore while helping to raise funds and visibility for our agency. Highmark has already extended an invitation for us to participate in 2018 and we accepted. (Look for more details in future newsletters or on our website.)

This past spring Ursuline received a grant for the first time from the Portiuncula Foundation administered by the Sisters of St. Francis of the Neumann Communities in Millvale. The \$2,000 grant is to assist our agency in developing new

communications and marketing materials, which will help us to more effectively tell our story to key audiences.

Ursuline added some new faces to its Board of Directors throughout the year, welcoming Cynthia Arcuri, Lisa Bell, Katie Le, Jen Martchek, Cara Nikolajski, Paul Royba and Miles Urban. Additionally, the following new officers were installed: Adam Zihar, chair; Scott Pipitone, vice chair; Cynthia Arcuri, treasurer; and Alina Crisi, secretary, with Mike Lee remaining on as past chair.

Ursuline completed a major office consolidation in August when the staff previously located in East Liberty moved into our office in Squirrel Hill. The move enabled Ursuline staff to all work "under the same roof," thus adding to cooperation and collegiality, but also resulting in cost savings to the agency, which ultimately will benefit the programs and services we offer to our clients.

We also launched our inaugural speaker series, *Ursuline Talks! 2017: Caregivers, Caregiving ... and Common Threads*, featuring Dr. Richard Schulz, noted University of Pittsburgh researcher on caregiving and aging; Nikolas Jintri, an illusionist, philosopher and entertainer who challenged his audience to see life and the roles of caregivers from fresh angles; and Dr. Bruce Rabin, another highly respected Pitt researcher who has studied stress and its impact on caregivers. *Ursuline Talks*, which we anticipate will become an annual offering, is an important component to our commitment to providing care, advocacy and education regarding critical challenges in our community.

Also in 2017, we were proud to announce that three additional members of our Guardianship Program received certification as National Certified Guardians (NCG) by the Center for Guardianship Certification, further affirming the high degree of commitment, compassion and professionalism we can offer our clients. The three recipients of this well-deserved honor were Program Director Michelle Smart, Assistant Director Melissa Osman and Estate Guardian Grace Searles.

Last, but certainly not least, Ursuline last month received notification we successfully completed the Pennsylvania Association of Nonprofit Organizations' (PANO) Standards for Excellence Accreditation renewal program. The process was extremely involved and challenging but well worth it. Our re-accreditation demonstrates to the community that Ursuline Support Services adheres to the highest standards of excellence possible.

Indeed, it has been a busy year for Ursuline, its staff and volunteers, and those we serve. But we've already caught our collective breaths and are excited to see what the next 12 months will bring! With your help, we are confident no challenge will be too great and—365 days hence—we'll be even more effective in reaching those we serve!

Tony Turo

ANNUAL REPORT 2016-17

Annual FINANCIAL Report*

July 1, 2016 – June 30, 2017

INCOME

Public Guardianship**	\$510,000
Private Guardianship	
Fee for Service	196,462
Medical Assistance Fees	116,100
Protective Services**	455,597
Service Coordination	
SLEP**	141,638
Marian Plaza	20,848
Independence Support Programs	
Money Management Program**	37,821
Cart to Heart Shopping Program	14,854
Representative Payee Program	36,357
Business Development	60,840
Good Grief Center	46,200
Administration***	41,921
TOTAL	\$1,678,638

EXPENSES

Public Guardianship**	\$510,000
Private Guardianship	
Fee for Service	287,907
Protective Services	455,597
Service Coordination	
SLEP**	141,702
Marian Plaza	17,958
Independence Support Programs	
Money Management Program**	37,843
Cart to Heart Shopping Program	15,975
Representative Payee Program	8,538
Business Development	122,890
Good Grief Center	74,809
Administration***	141,116
TOTAL	\$1,814,335

* unaudited figures ** Allegheny County Area Agency on Aging programs

*** \$113,842 of Administration income and expenses is included in the contract amounts of the Allegheny County Area Agency on Aging programs; \$45,486 of Administrative income & expense is included in the remaining program budgets.

Annual PROGRAM Report

July 1, 2016 – June 30, 2017

CORE PROGRAMS

Guardianship	307
	Wards
Allegheny Public Guardianship	
(Includes Kane & Court Support) – 126 Wards	
Fee-for-Service Guardianship	
(Includes Trust Services) – 64 Wards	
Out of County	
(Includes Cambria Care Center) – 117 Wards	
Protective Services	1,257
	Reports of Need
Service Coordination	2,039
	Residents Served

Volunteer Programs.....	67
	Consumers
Independence Support Services – 51 Consumers	
(Checks and Balances and Rep Payee)	
Cart-to-Heart – 16 Consumers	
(Volunteer Shopping Service)	
Good Grief Center	1,327
	Calls
Total Unduplicated Persons Served	4,997
	Consumers

OTHER SERVICES

Volunteers	31
	Volunteers
Cart to Heart Volunteer Shopping Program–15	
Administrative Volunteers–3	
Board of Directors–17	
Community Volunteer Bill Payers–13	
USS Staff–25	

From the Board Chair

The Work Goes On ...

I have to admit, when I accepted the chairman's gavel last spring from Mike Lee, I did so with some trepidation. As proud as I was to be asked to lead Ursuline's Board of Directors, I also appreciated the immense responsibility I was undertaking. Not to mention that I was following in the somewhat intimidating footsteps of Mr. Lee, who worked to effectively not just with the rest of the Board but administration and staff of the agency.



But, truly, my decision ultimately was an easy one. First, as a board member, I had witnessed, and participated in, many of the necessary decisions to keep Ursuline focused on its mission to "help individuals experiencing challenges posed by life's transitions, inspiring hope through protection, education, and advocacy."

I also have come to know so many of the people committed to making Ursuline successful in this effort. This includes not just the Board and staff, but our compassionate and committed volunteers, without whom we could not offer the quality programs available to our neighbors in need. It also includes, YOU, our loyal supporters, through your continuous flow of

time, talent and treasure. It is through your generosity that we continue to have a positive impact on our community.

Please take the time to peruse this Annual Report and see the good works you have helped to make possible. I would particularly call your attention to the story of David B., who I had the pleasure of meeting recently. We spent a morning together, sharing stories about our military service and about the joy he now finds in participating with a handful of others in tending a community garden, the fruits of which will benefit others. With Ursuline's help—and that of others—David has faced personal challenges and is able to maintain a level of independence and the dignity he deserves.

David is just one of many who over the years has benefited from the support offered by Ursuline—support we continue to provide with your help.

And because of you, I look forward to the future of our organization with confidence and enthusiasm knowing we will be there for David and the thousands of other individuals who come to Ursuline for help.

For that ... for YOU ... we are truly grateful.

Sincerely,

Adam Zihar, Chair

Ursuline Support Services Board of Directors 2017/2019

Officers

Adam Zihar, JD, Board Chair
Program Director
HCC Risk Adjustment
Department
UPMC Health Plan

Scott Pipitone, Board Vice Chair
President
Pipitone Group

Cynthia T. Arcuri, CPA
Board Treasurer
Louis Plung & Company, LLP
Audit & Assurance Manager

Scott Marentay, Board Assistant
Treasurer
Chief Operating Officer
HyperActive Technologies, Inc.

Alina C. Crisi, Board Secretary
Compensation Associate
PNC Financial Services

Mike M. Lee, Board Past Chair
Chief of Operations, CI Process
PNC Financial Services

Anthony J. Turo, MPA
(Non-Voting)
Executive Director
Ursuline Support Services

Directors

Lisa C. Bell, PhD
Propylene Oxide Contract
Manager
Covestro LLC

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

Katie Le
Associate Relationship Manager
PNC Financial Services Group

Jen Martchek
Consultant on Aging
J.Martchek Consulting

Cara E. Nikolajski
Senior Program Administrator
UPMC Center for High-Value
Health Care

Jean Robinson
Community Volunteer

Louise Cavanaugh Sciannameo
Assistant Provost
Strategic Communications
University of Pittsburgh

Paul A. Royba
Director of Marketing,
Raw Material Sales
Covestro LLC

Miles A. Urban
Business Process Engineer
HM Health Solutions

Director Emeritus

Guy Tumolo, Retired
Controller's Office,
Allegheny County


*With recognition and appreciation
to those who recently left our
Board of Directors for their
service to Ursuline:*

Virginia Calega, MD
Donna Doblack, Esq
Elisa Foster
Douglas King, CPA
Jonathan Livingston
David Miller, Esq
Robert O'Connor
Linh Quach



In celebration of that heritage, the reunion committee recently endorsed the idea of creating a voluntary Ursuline Academy Alumnae Society to support the work of Ursuline Support Services while serving as a means to connect alumnae between reunions. The committee members agreed to continue to develop this idea in cooperation with Ursuline Support Services staff and volunteers and to share ideas related to this initiative with other Ursuline Academy alumnae, their family and friends, with a celebration of accomplishments to be shared at future reunions.

The committee also has scheduled the date of the next reunion: Saturday, October 20, 2018. Plans call for the event to be an evening affair, with many more details to come.

Joining Tina on the reunion committee are Karen Tobin (Miller), '70; Linda Batory (Neely), '65; Barbara Marasco, '65; Dorothy Chester (Czachowski), '70; Debbie Moskala (Quest), '70; and Renee Beeson (French), '75. Sister Rita Joseph Jarrell continues as an advisor to the group and Ron Cichowicz, director of development for Ursuline Support Services, serves as agency liaison to the committee. 



Ursuline
Support Services

Help navigating life's transitions

Board of Directors

Spotlight

Name: Scott Pipitone

Professional Organization/Title: Pipitone Group President and CEO

In What Other Board and Committee Membership, Community Service, etc., Do You Participate?

- Presbyterian SeniorCare Foundation Board Member
- Partner 4 Work: Executive Committee, Communications Chair
- Northside/Shore Chamber of Conference: Chairman of the Board
- Friends of Riverview Park Board Member
- Muriel Breath of Life Foundation Advisor




How Long Have You Been a Member of the Board of Ursuline Support Services? 5 years

What Encouraged You to Join the Board? Five years ago, I had a conversation with (Executive Director) Tony (Turo) about the organization and its journey of service and new opportunities and was enticed to join and make a difference. Also being involved with the Good Grief Center for Bereavement Support as an advisor and then receiving guidance and help as a survivor further permeated the support of the mission of helping people on their transitions.

What is Your Favorite Part of Serving on the Board? Working with the leadership and staff in support of their service to others.

What Would You Like to Share with the Community about Ursuline Support Services, its Programs and Services? There are many people out there—brothers, sisters, aunts, uncles, grandmas and grandpas—of someone who needs a little extra help. Ursuline's fine guardians, caregivers and assistants are helping them in a compassionate, sensible and caring way.

What would you say to others who may be considering board membership as a way to volunteer in support of a community benefit organization? Bring your expertise, enthusiasm and energy to share your skills to a group who is open, ready and excited to expand their journey. 

Inaugural *Ursuline Talks!* Speaker Series Provided Insights into Caregiving and Its Challenges

Audience Treated to Insights and Entertainment

This fall, Ursuline launched what is hoped to become an annual speaker series with a trio of outstanding presenters. *Ursuline Talks!* featured renowned University of Pittsburgh researchers Dr. Richard Schulz and Dr. Bruce Rabin, along with illusionist, musician and storyteller Nikolas Jintri.

While each presentation offered its own unique perspective, together they focused on the overarching topic of “Caregivers, Caregiving ... and Common Threads.” According to Ursuline Executive Director Tony Turo, the intent of the talks and the series is to help fulfill is an important component to the agency’s commitment to providing care, advocacy and education regarding critical challenges in our community.

Ursuline Talks! was held in the historic Calvary Episcopal Church in Shadyside. Among the sponsors for the series were the Women of Calvary-Calvary Episcopal Church, UPMC Health Plan, the Alzheimer’s Association, Community Life, Family Services of Western Pennsylvania, the Jewish Healthcare Foundation and D’Alessandro Funeral Home.

“We’re appreciative not only to our sponsors, but to the volunteers who helped make our first *Ursuline Talks!* a success and to those professional and lay caregivers who joined us for one or more of the presentations,” said Turo. “Our hope is to build on this success and present another informative and entertaining *Ursuline Talks!* in 2018.”



Nick Jintri uses illusion to make a point about caregiving with the help of Teresa Maynor.

What Volunteering for Ursuline Means to the Volunteer

(The following was excerpted from a letter to Karen Tobin, director of Ursuline’s Independence Support Services program, from Robin Rinaldi, an Ursuline volunteer. The following is printed with Ms. Rinaldi’s permission.)

Hello Karen,

It is with deepest regret that I inform you I am moving back to North Carolina ... so I will no longer be able to continue with my volunteer duties. It is both exciting and a sad time for me. I have made many friends while here ... I will miss them greatly, but I’m assured there is someone that will become their “helper” when I can no longer do so.

It has been a pleasure to volunteer with Ursuline (Support) Services. It is my hope to continue to volunteer after my move. I find that it enriches the soul as well as the person. I’ve been lucky enough to be able to volunteer throughout my life, and look forward to the new opportunities that will be available to me after my move.

Thank you for your support and help throughout my time volunteering for Ursuline. I have followed the Ursuline mission message—Ursuline supports individuals experiencing challenges posed by life’s transitions, inspiring hope through protection, education and advocacy—and I will continue to follow this message in the future.

Once again, thank you for the opportunity to volunteer for Ursuline (Support) Services. I can’t believe it’s been well over two years!

All the best,

Robin Rinaldi

VOLUNTEER



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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INSIDE:

2016-2017 Annual Report

What Volunteering Means to
One Volunteer


Ursuline Reaccredited by Pennsylvania Association of Nonprofit Organizations

We are proud to announce that Ursuline Support Services has been reaccredited by the Standards for Excellence Institute for successfully fulfilling the requirements of their Standards for Excellence® program. This accreditation illustrates Ursuline's commitment to upholding the principles and practices of the Standards for Excellence®: an Ethics and Accountability Code for the Nonprofit Sector, which includes six areas of nonprofit operations:

- Mission, Strategy and Evaluation
- Leadership: Board, Staff, and Volunteers
- Legal Compliance and Ethics
- Finance and Operations
- Resource Development
- Public Awareness, Engagement, and Advocacy.

Some of the areas reviewed as part of the evaluation include, but are not limited to, the following:

- Board conduct
- Procedural review of disclosing and avoiding conflicts of interest
- Procedural review of preparing audited financial statements
- Procedural review of program evaluation
- Procedural review of organizational-donor accountability

“The committee recognized the extensive amount of work that Ursuline Support Services did in a short period of time to enhance compliance with the 2.0- version,” said Patricia Mogan, Standards of Excellence director with PANO, in sharing the news of our reaccreditation. 



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

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.