

Ursuline Support Services Reschedules Speaker Series for Fall, 2017

***Ursuline Talks* focus remains on “Caregivers, Caregiving ... and Common Threads”**

Originally scheduled to debut this spring, Ursuline’s inaugural speaker series, *Ursuline Talks*, will instead launch this fall, and still feature the same stellar lineup of presenters.

“Due to some unforeseen scheduling conflicts, we decided to move our speaker series to the fall,” said Tony Turo, Ursuline Support Services executive director. “In that way we are still able to offer the same dynamic, high-quality roster of speakers.”

“From its inception, *Ursuline Talks* was designed to be an important component to our agency’s commitment to providing care, advocacy and education regarding critical challenges in our community.”

— Tony Turo

These speakers include a New York Times bestselling author, a philosopher-entertainer and a world-renowned researcher and professor of psychiatry.

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Speakers cont. on page 7

Ursuline Support Services Expands Representative Payee Services

Local Foundations Provide Support to Help Meet a Growing Need

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 Support Services is expanding its Representative Payee Program to assist more individuals in need of this money management service.

“Throughout Allegheny County, growing numbers of individuals unable to manage their financial obligations are being referred to us for assistance,” said Karen Tobin, director of Independence Support Services for Ursuline. “Through our Representative Payee Program, we assist people, many struggling with mental health issues, to maintain their independence and dignity.”

Ursuline offers a Rep Payee component through its Checks & Balance Program, which provides a volunteer bill paying service sponsored in part by the Allegheny County Area Agency on Aging. The Representative Payee Program is facilitated through the Social Security Administration, who approves who can be a rep payee. Ursuline, as an approved agency, continues to see a steady rise in demand for this service.

Payee Services cont. on page 5

Highmark Walk for a Healthy Community 2017




“Ursuline Protectors” Teammates and staff members supporting the Walk include Ashley Calcagno (holding Russell), Teresa Maynor, Tammy Athey and Melissa Osman (holding Jack).

Ursuline Support Services participated for the first time in the Highmark Walk for a Healthy Community held May 13, 2017 on Pittsburgh’s North Shore and the results for the agency were rewarding on a number of fronts. The Ursuline contingent of walkers was made up of staff, volunteers including board members, and family and friends all willing to “strut their stuff” to support those we serve. Through their efforts and

Walk cont. on page 2

the generosity of many others, Ursuline raised more than \$5,500 and was able to share our story with other nonprofit agencies and dozens of individuals who visited our table and left with information about our programs and services. Truly a team effort and a job well done!

The web site where contributions can be made to Ursuline Support Services is scheduled to remain up and functioning through June, 2017. If anyone would like to contribute, please visit <http://hcf.convio.net/UrsulineWalks>. 



Board Member David Miller and family helped out with Ursuline's inaugural participation in the Highmark Walk for a healthy Community.



Board Member Cynthia Arcuri (front row, far right) led Ursuline's board effort for the event and pulled together her own team of supporters "Team LPC Cares."


Good Grief Center Closure Effective March 31, 2017

Effective March 31, 2017, Ursuline Support Services is no longer providing direct bereavement support through the Good Grief Center. Anyone seeking such support who contacts Ursuline will be referred to other qualified resources, many of whom we have worked with in the past.

(Those seeking immediate help can contact re:solve Crisis Network at 1-888-796-8226. For general information about bereavement support, call the Allegheny County 2-1-1 line.)

This decision was not arrived at lightly, but necessitated by a number of factors, including the decreasing availability of volunteers and consistent, ongoing funding to sustain the

program at an affordable and effective level. We believe that this action will enable us to better focus on providing other critically needed programs and services more efficiently and effectively to an ever-growing population of those in need. Ursuline will continue to provide Guardianship & Protective Services, as well as an array of Independence Support Services as needed by those in the community seeking to maintain their independence and dignity.

We at Ursuline Support Services are grateful for past support of the Good Grief Center and salute those, whether volunteer or donor, who worked so diligently to provide this service to our community when few other options were available. 



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

*“... of the people, by the people,
for the people ...”*

Although most individuals familiar with Ursuline Support Services know us for the quality programs we offer in our region, other critical functions of our agency include education and advocacy on behalf of those we serve.

With that in mind, I wanted to call your attention to a proposal by Governor Wolf to consolidate the Department of Aging with three other state departments: Health, Human Services, and Drug and Alcohol. By now, perhaps many of you have heard of this proposal and possibly seen and studied news accounts of this issue. If not, I would encourage you to do so and to decide for yourself whether or not you support this initiative.

As part of that effort, I encourage you to visit our website (www.ursulinesupportservices.org), where we have provided a copy of a letter written March 21 by the Southwestern Pennsylvania Partnership for Aging (SWPPA) detailing initial concerns with the Governor's proposal. SWPPA is an independent, nonprofit organization dedicated to improving the quality of life for older adults in 10 counties in southwest Pennsylvania. Its more than 300 members serve over a million older adults. (In the interest of full disclosure, Ursuline Support Services is a SWPPA member and I sit on its board.)

I chose to write about this today not just to alert you to this specific issue but to encourage you and every other citizen of Pennsylvania and the United States to make an effort to



become aware of the actions of local, state and federal government and, whether for or against, make your opinions known.

In a previous newsletter column (September, 2016), I encouraged everyone to vote regardless of any possible excuse you might have for not voting. But that's only the beginning of the responsibilities we as citizens have. We also must be vigilant in ensuring that our elected officials hear from us and take our thoughts and opinions into consideration. And that can only happen effectively when we have an informed and motivated citizenry.

Regarding, then, Governor Wolf's proposal to consolidate four state departments, I would ask that you take the time to read SWPPA's letter and follow that up with any additional

information you can find. Most issues have some level of importance in our lives, even if the direct impact is only to affect the amount of taxes we pay. But this particular issue, because of its potential impact on Pennsylvania's aging population, will touch just about every one of us. Whether you currently (or eventually will) care for an elderly parent or relative or sooner or later will become a senior in need of support yourself, you should be concerned about the quality of care that will be available to that population.

Perhaps, like the member agencies represented by SWPPA, you will have concerns about the Governor's proposal as currently presented. Or perhaps you will study the proposal and feel, on balance, that it makes good sense to implement. Either way, it is incumbent upon all of us to let the Governor know—either directly or through your elected state representative or senator—your opinion. They really do listen. Your voice really does make a difference.

As Supreme Court Justice Sandra Day O'Connor said, "As a citizen, you need to know how to be a part of it, how to express yourself—and not just by voting."

Tony Turo



**“As a citizen, you need
to know how to be a
part of it, how to
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not just by voting.”**

**– Supreme Court Justice
Sandra Day O'Connor**

Board of Directors

Spotlight

Name: Adam M. Zihar

Professional Organization/Title:

Program Director, Medicare and Commercial Risk Adjustment, UPMC Health Plan

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

- Brigade Judge Advocate (JAG), 2nd Infantry Brigade Combat Team, 28th Infantry Division, PA Army National Guard
- Westminster Presbyterian Church, Member
- Team Red White and Blue: I ran the Philadelphia and Marine Corps Marathon representing Team RWB. Team RWB's mission is to enrich the lives of America's veterans by connecting them to their community through physical and social activity.
- Jump Wills LLC – Founder and Lead Attorney. Jump Wills was created to draft Wills, POAs, and Living Wills using a virtual law office business model. I conduct community workshops focused on providing free Wills, Advance Medical Directives, and POA documents to first responders, health care professionals and educators.

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

In the fall of 2015 I was placed on the BOD through Leadership Pittsburgh, Community Course for Veterans and the Bayer Center for Nonprofit Management, BoardsWork. I was subsequently deployed in 2016 with the Army and rejoined the BOD upon my return in January 2017.

What Encouraged You to Join the Board?

I have been traditionally accustomed to serving others in my military capacity. I have grown to believe that my

responsibility to serve now extends to my local community. My service in the Military has not ended; however, I am excited to channel my energy into making the Pittsburgh region a better place through organizations that I share common values and passions.

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

I hope to draw on my military, legal and project management background to provide value as well as represent a voice for Ursuline Support Service programs impacting the South Hills community in which I reside.

What is Your Favorite Part of Serving on the Board?

My favorite part of serving on the BOD is the continual opportunity to learn and develop my leadership experiences through an organization dedicated to helping people.

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

I would like to increase the awareness of the strategic impact of the aging population in our region and how Ursuline Support Services can help meet the ever growing and critical needs of Pittsburgh through the programs we provide.

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

I would stress the importance of ensuring that the organization meets you own values and passions as well as stressing the satisfaction of helping others through community leadership and involvement.

Ursuline Announces New Board Officers

The Ursuline Support Services Board of Directors elected its 2017-19 slate of officers at its May meeting. Named chair was Adam Zihar, a JAG attorney for the Pennsylvania Army National Guard and program director for the Medicare and Commercial Risk Adjustment Department at UPMC Health Plan. Other officers include Vice Chair Scott Pipitone, president, the Pipitone Group; Treasurer Cynthia Arcuri, CPA, audit & assurance manager for Louis Plung & Company, LLP; and Secretary Alina Crisi, compensation associate, PNC Financial Services, Inc.

“As I look to Ursuline’s future, my hope is that we can be a successful and solvent organization while continuing to provide benefit to our community.”

— Adam Zihar, Board Chair

“As I look to Ursuline’s future, my hope is that we can be a successful and solvent organization while continuing to provide benefit to our community,” Zihar said. “As board members, we represent our community and serve as its voice. We accept legal and financial obligations, try to help build the capacity of the agency and help engage others through partnerships.”

As a current officer in the Pennsylvania Army National Guard, MAJ Zihar has deployed on two NATO missions as an Intelligence officer and as a Judge Advocate General (JAG) during his 19-year military career. Zihar said he hopes to leverage his military training and experience while serving on the Ursuline Board of Directors.

“Serving on the Ursuline Board of Directors allows me to continue to serve, not just my country, but my community,” Zihar said. “My service in the military has not ended; however, I am excited to apply what I have learned and look forward to continuing to develop my leadership skills in meaningful ways that I am passionate about.”



New Ursuline Board chair Adam Zihar and his family prepare to participate on behalf of the agency in the 2017 Highmark Walk for Healthy communities. The family includes: (front row) Tyler and Bailey and (back row) Jill and Adam and his parents, Carol and Martin.

Payee Services cont. from page 1

“Currently, Ursuline is strained to its limits in providing quality, professional and compassionate support to a limited number of rep payee clients,” said Tobin. “Yet we know that the potential to accept many more individuals into the program exists.”

Through the two grants, Ursuline was able to hire a rep payee onboarding coordinator to increase the number of clients Ursuline can accept. This will create greater efficiency, since the onboarding coordinator will primarily focus on enrolling more seniors and adults with disabilities into Ursuline’s Rep Payee Program.

Named to the newly created position was Tracey Williams, who most recently worked as a family self-sufficiency service coordinator for the Housing Authority of the City of Pittsburgh. Her previous experience with Ursuline Support Services was as a Support Living Enhancement Program (SLEP) coordinator and as a volunteer service coordinator.

“We were thrilled have Tracey rejoin us in this new position,” said Tobin. “We are fortunate to have someone with her breadth of experience, familiarity with our agency and commitment to our mission.”

“We are most grateful to the Staunton Farm Foundation and PNC Charitable Trusts for recognizing this growing need and for providing initial support to increase the reach of our Rep Payee Program,” said Tony Turo, Ursuline executive director. “So many people need this type of program, offered through a monitored third-party provider like Ursuline to minimize risk of fraud or innocent errors on the part of individuals less qualified to perform these duties. We hope to expand our availability to assist as many individuals as possible.”

For more information about Ursuline Support Services or its Representative Payee Program, call 412-224-4700 x113 or visit ursulinesupportservices.org.

In Memoriam

Ursuline Support Services recently lost two good friends and passionate advocates for our work with the passing of Sister Winifred Reddington, CSJ March 14 and Sister Patricia Collins, SC, April 6.

Sister Winifred Reddington

Following a teaching career that lasted more than 20 years, Sister Winifred then moved into parish ministry before becoming one of the first women religious hired as a legal guardian in the public sector. Sister Winifred served from 1985 to 2001 as a legal guardian at Ursuline Center, the forerunner of today's Ursuline Support Services, helping administer the financial, legal and personal affairs of those in declining mental or physical health.

She was 85 when she died in Villa St. Joseph in Baden.

Sister Patricia Collins

Also 85 at the time of death, Sister Patricia (formerly Sister Marie Alicia), spent her last days at the motherhouse of the Sisters of Charity of Seton Hill in Greensburg. Also a teacher, Sister Patricia co-managed the Saint Theresa Plaza in Munhall and served as pastoral care minister at Allegheny General Hospital before join Ursuline as a guardian for the financial and personal needs of the elderly from 1991 to 2007.

The staff and volunteers of Ursuline Support Services offer their prayers and gratitude to both Sister Winifred and Sister Patricia. Their passion and commitment to our mission serve as an inspiration to all.



Speakers cont. from page 1

challenges in our community,” said Turo. “We believe that this first series will interest professional and lay caregivers, providing good information and something for everyone to consider as caregiving becomes an increasingly important aspect to our society.”

Ursuline Talks 2017: Caregivers, Caregiving ... and Common Threads, will explore the growing need for more caregivers, the increasing complexity and stress associated with caregiving, the often-requested need to provide support to caregivers and what the future holds both for individual caregivers and society as a whole.

The presentations are designed to have wide audience appeal, including professional caregivers (nurses, physical therapists, etc.) as well as those who have been, or someday might be, thrust into the role because of the needs of a friend or family member. Other audiences include healthcare workers, those in the nonprofit and social concerns arena, academicians, students and the general public.

Each *Ursuline Talks* will be held at Calvary Episcopal Church in Shadyside, beginning with a reception, followed by the presentation.

The 2017 speaker schedule for *Ursuline Talks* includes:

September 20


Richard Schulz, PhD, the University of Pittsburgh’s internationally recognized professor recognized for his research in both aging and caregiving.

October 11

Theresa Brown, PhD, BSN, RN, author of the *New York Times* bestseller *The Shift: One Nurse, Twelve Hours, Four Patients’ Lives*; and

November 15

Nikolas Jintri, who challenges audiences through storytelling, music and illusion to “explore the spiritual, social and practical benefits of placing interesting questions above easy answers.

For more information regarding sponsorships, advertising or ticket purchases, call 412-224-4700 x115 or visit www.ursulinesupportservices.org. 



SEPTEMBER 20



OCTOBER 11



NOVEMBER 15



Ursuline Talks 2017

*Caregivers, Caregiving ...
and Common Threads*



**Ursuline
Support Services**

Help navigating life's transitions

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INSIDE:

Ursuline Talks speaker series
rescheduled for Fall 2017

Ursuline announces new
board officers

Allegheny County AAA Bids Farewell to Two Long-Time Administrators

Allegheny County Area Agency on Aging (AAA), a division of the Department of Human Services, lost a combined 61 years of experience serving the elderly this past spring with the departure of Administrator Mildred Morrison and the retirement of Deputy Administrator Darlene Burlazzi.

Morrison, who led the AAA for the past 17 years, is leaving to accept a position as an administrator with the YWCA Retirement Fund in New York City. Burlazzi, who has spent the past 44 years in service to older adults, previously held a series of positions at the Kane Regional Centers, the predecessor to the AAA. The AAA has approximately 200 employees and works with more than 80 service providers in Allegheny County, including Ursuline Support Services.

“Ursuline and those we serve will miss these two friends we had at the AAA,” said Tony Turo, Ursuline executive director. “Their commitment to helping senior citizens in our community was more than a job to them, it was a passion. We wish them both well as they each begin new chapters in their lives.”



Executive Director Tony Turo with AAA Administrator Mildred Morrison (l) and Deputy Administrator Darlene Burlazzi at Ms. Burlazzi's retirement party after 44 years of service to Allegheny County seniors.



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.