

## Give Big Pittsburgh a Big Boost for Ursuline

Thank you to our Give Big Pittsburgh supporters in December! The fundraiser, hosted by *Pittsburgh Magazine*, was extended from a one-day giving campaign to a month-long giving campaign to highlight local non-profits while raising critical funds during the last month of the year.



**In total, individual donations through Give Big generated over 40% of Ursuline's recorded 2020 Annual Appeal revenue, on top of other donors who supported by mail and through our website.**

The foundation of our fundraiser was board participation, with over 50% of all dollars raised coming directly through board members or board-related connections. It was wonderful to see this impressive example of just how our board is active and willing to put their name to Ursuline's mission!

To stay connected to Ursuline and learn more about ways to support our work, please follow us on Facebook, Instagram, and on our website at [www.ursulinesupportservices.org](http://www.ursulinesupportservices.org).

## Ursuline Embarks on Sustainability Project: *On Your Behalf*

Assisting loved ones who are aging or living with disabilities in making important financial and personal health decisions can be challenging. Everyone deserves to have caring experts who can help guide you or a loved one when considering solutions like power of attorney, financial support services or guardianship.

In 2019 Ursuline Support Services was invited by the Henry L. Hillman Foundation to participate in a program focused on building capacity and long-term financial sustainability for mid-sized essential human service organizations serving the Pittsburgh region. During a six-month planning process, Ursuline staff and Board evaluated new opportunities that would build on the organization's core capacity in helping people navigate life's transitions. After a rigorous review, Ursuline was awarded a three-year grant from the Henry L. Hillman Foundation to add new and expanded services to meet the growing demand in our community.

Later this year, Ursuline will launch *On Your Behalf* to offer the following services to the community:

- Power of Attorney and Guardianship
- Financial Support Services
- Family Guardian Support

We look forward to sharing more about the expansion as things develop.





# 2020 Holiday Gift Giving Project

As a result of restrictions brought on by the COVID -19 pandemic in both independent and long-term living facilities, it was challenging to collect and deliver holiday gifts for Ursuline's 2020 seasonal project to service coordination program residents and guardianship wards. However, our project partners who buy and donate the gifts for our clients exceeded even past years' level of "gift giving," despite the constraints of social distancing and limited shopping options imposed by/on some retail establishments. With the support of our six returning community/business partners (Edgar Snyder; FedEx Ground; Pipitone Group; Reed Smith; UPMC; and West Penn Hospital) and several Ursuline board members, approximately 350 individuals received something special to brighten their winter Holidays!

When it was suggested early on that maybe it would be easier to just ask our partners to provide gift cards for our clients this year, each group politely declined in favor of shopping for the individual needs of the clients they were supporting. Then, due to social distancing and remote workplace arrangements, each business found its own way to deliver their gifts to Ursuline for distribution to our participants, some shipping directly to our office, others arranging to meet Ursuline staff members outside their establishment to transfer packages over to USS.

In the same way, our staff worked tirelessly with the long-term care facilities and independent living buildings where our clients reside to transfer gifts over to recipients or their caretakers in a safe and acceptable manner under the COVID-19 constraints. Through a mix of direct shipping, staff deliveries, and "open-air" gift exchanges, the efforts of our gift partners ultimately reached the appreciative hearts and hands of our many participants who found themselves on the receiving end of this year's unique Holiday Gift Giving Project! Once again, and under very difficult limitations this year, our partners delivered, bringing "virtual" heartfelt smiles and the assurance of care and compassion wrapped up with each beautiful gift! Our gift partners were champions once again, investing much time, as well as personal and business resources, to "make a difference" to those who may not have felt the Spirit of giving this year otherwise. Thank you and God bless you to each who helped make this past Holiday Gift Giving Project an important success in the year of COVID!!



Mallory Vaughn plays "Santa's helper" loading holiday gift donations from UPMC employees for Ursuline clients.

Ursuline staff distribute gifts to Murray Towers high-rise residents at an "open-air" gift exchange event hosted by the Housing Authority of the City of Pittsburgh.



Once again this year, FedEx Ground employees fill the Ursuline offices with gifts for our clients, just as they fill the hearts of the grateful recipients!



**Ursuline**  
**Support Services**  
*Help navigating life's transitions*

## LEADERSHIP STAFF

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

**John Daub**  
Director, Finance & Operations

**Melissa Osman**  
Director, Protective Services

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

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

# DIRECTIONS

## from the Executive Director



### Not “IF,” but “HOW”

Our last fiscal year, beginning in July 2019, was as full of promise as any in recent years. In some ways even more, with potential of the Hillman Capitalization project (see Page 1) fresh on everyone’s minds that summer. With the support of a core group of our Board, the management team, and an expert management consultant (assigned by Hillman to support USS through the six-month business plan development period), we quickly got down to the hard work of assessing the agency’s needs. From there, we aligned a set of strategies to meet those needs in a manner we believed Hillman would support with a three-year grant commitment to implement an agency-specific capitalization plan. The proposal was due in writing to Hillman in January of 2020, followed by a presentation to their grant committee in early February. In early March, we received the very exciting news that we had been awarded the three-year grant to proceed, with continued management consultant support, toward implementation of our “HillCAP” plan!

Then the COVID-19 pandemic came into full focus around the world and Ursuline, like every other organization and business, was faced with some tough challenges about what to do next. All of a sudden, business as usual was anything but “usual,” with tough choices being made by USS and for USS on a daily basis during the chaotic and confusing weeks of late March and April 2020.

A good metaphor for our approach to the new paradigm challenges posed by the pandemic I heard while watching a YouTube video presentation by Kristen Cox, Executive Director of the Utah Governor’s Office of Management & Budget. Kristen is also a consultant on the “Theory of Constraints” and currently working with Allegheny County’s Department of Human Services and the Area Agency on Aging on, among other things, optimizing our approach to Older Adult Protective Services. Kristen shared a story about a little blind boy who wanted to play tag with his friends. When the little boy asked an adult if he could play tag with the others, the answer was, sadly, “no” since he would be unable to “see” the other children to tag them. But then the little boy came up with his own idea...suggesting that if all the other kids ran around while carrying and shaking small jars with pebbles in them, then the little boy would be able to “hear” where they were, locate and tag them, and thus join in the fun! The little boy changed the question from “if” to “how,” and managed to come up with a satisfactory and successful solution to the problem before him!

We were all forced to do a lot of thinking about changing the question from “if” to “how” in 2020, both personally and professionally. But we needed to start with a belief and assumption that anything was possible! Many in my experience last year, sad to say, remained fixated on “if” we could make something new and better occur under the difficulties facing us, and as a result never moved past the struggle at hand to a more positive or successful outcome. Kristen Cox describes this thinking in these words: “IF things were different, THEN I would make a change.” And that is exactly where we can remain stuck, and exactly when we must check ourselves to see if we are possibly getting too skeptical, placing too many self-imposed limits on what is possible. But those who move on to “how” can make something different work (like the incredible professionals I work with here at Ursuline every day) and find new ways to get past the questions and help things happen—just like playing tag with a jar of pebbles in your hand—so that all those around can find a way toward better solutions together.

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and professionally.**

You will find examples of this “how” thinking in the Ursuline Program Reports (Page 6) of the Annual Report section of this issue and in the story about our 2020 Holiday Gift Giving Project (Page 2). With a simple shift in the way the question was posed, Ursuline Support Services staff, volunteers, and Board of Directors changed the question from “if” to “how” this past year. And in the best possible “Ursuline way,” we managed to continue to serve those we have supported for the past 40 years during a very trying and, sometimes, seemingly “impossible” period. I have never been more proud to be the Executive Director of this agency!

*Tony Turo*



# ANNUAL REPORT 2019–20

## Annual FINANCIAL Report\*

July 1, 2019 – June 30, 2020

### INCOME

<b>Public Guardianship*</b>	\$510,000
<b>Protective Services*</b>	447,093
<b>Administrative/Fundraising**</b>	335,453
<b>Private Guardianship</b>	
Fee for Service	182,636
Medical Assistance Fees	111,051
<b>Service Coordination</b>	
SLEP***	149,347
Eviction Prevention Program***	54,392
Glen Hazel RAD	14,000
<b>Independence Support Programs</b>	
Money Management Program*	37,821
Representative Payee Program	32,964
<b>TOTAL</b>	<b>\$1,874,757</b>

### EXPENSES

<b>Public Guardianship*</b>	\$ 510,000
<b>Protective Services</b>	447,093
<b>Administrative/Fundraising**</b>	63,149
<b>Private Guardianship</b>	
Fee for Service	271,163
<b>Service Coordination</b>	
SLEP***	149,391
Eviction Prevention Program***	54,392
Glen Hazel RAD	13,991
<b>Independence Support Programs</b>	
Money Management Program*	37,821
Representative Payee Program	40,410
<b>TOTAL</b>	<b>\$1,587,410</b>

\* Allegheny County Area Agency on Aging programs

\*\* \$118,382 of Administration income & expense is included in the contract amounts of the AAA & HACP programs. \$35,530 of Administrative income & expense is included in the remaining program budgets.

\*\*\* Housing Authority of the City of Pittsburgh programs (HACP)

## Annual PROGRAM Report

July 1, 2019 – June 30, 2020

### CORE PROGRAMS

**Guardianship .....185**  
Wards

Allegheny Public Guardianship:  
(Includes Kane & Protective Services) – 63 Wards  
Fee-for-Service Guardianship:  
(Includes Trust Services) – 46 Wards  
Out of County:  
(Includes Cambria Care Center) – 76 Wards

**Protective Services.....1,301**  
Reports of Need

**Service Coordination .....824**  
Residents Served

Supportive Living Enhancement  
Program (SLEP) – 743 Residents  
Eviction Prevention Program (EPP) – 81 Residents

**Checks & Balance .....107**  
Participants

Representative Payee – 98 Beneficiaries  
Volunteer Bill Pay – 9 Participants

### OTHER SERVICES

**Volunteers .....28**  
Volunteers

Administrative Volunteers – 4  
Volunteer Bill Payers – 6  
Board of Directors – 18  
USS Staff– 23

# *From the* **Board Chair**



I am incredibly proud to be a part of Ursuline Support Services (USS), especially during my nearly four-year tenure serving as Chair of the Board of Directors. It has been amazing to see all that has been accomplished going into, and through, one of the world's most momentous pandemics in history. The organization as a whole, along with the people that make it what it is, has stepped up to embody the

spirit that first allowed USS to adapt and succeed over the past 40 years.

I am especially proud of the USS Board of Directors, who have continued to volunteer to support the agency alongside USS management to make sure that the business of the organization is succeeding in the face of limited resources for staffing, and COVID pandemic challenges. Newer Board members, Nicholas Barone, Jennet Hafer, Peter Hric, Jeffrey Mitch, and Amanda Wells, who joined the organization in the summer of 2019, had no idea how instrumental they would quickly become in helping steer USS through the forthcoming tasks and decisions. Their commitment, along with that of the other established and dedicated board members, to the planning that led to securing a Payroll Protection Program loan from the federal government, successful participation in the virtual Highmark Walk for a Healthy Community last spring, and notable 2019 and 2020 Annual Appeal campaigns, has positioned USS for strong future growth and accomplishment going into 2021. Even our newest board members Jeanne Givner and Randy Detweiler have been eagerly oriented into the planning associated with the award of the HillCAP grant, and the subsequent preparation efforts to implement its strategic objectives of laying a foundation for ongoing organizational sustainability.

Overall, 2021 looks bright for Ursuline Support Services, despite ongoing COVID challenges for the foreseeable future, and I am excited to continue to volunteer with such a group of talented and energetic community leaders!

## *Welcome New* **Board Members**



**Nicholas Barone**



**Peter Hric**



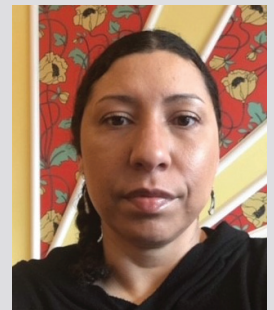
**Randy Detweiler**



**Jeffrey Mitch**



**Jeanne Givner**



**Amanda Wells**



**Jennett Hafer**





## Guardianship Services

Ursuline's Guardianship department has been deeply impacted by COVID-19 since the middle of the 2019-20 program year. It has been very difficult to practice "The Ursuline Way" with our wards from a distance. Guardians have had to change the way they perform their jobs because of not being able to share face-to-face visits with their wards since March 2020. These visits are a very important and central part of the relationship between a Guardian and their ward.

Additionally, Guardians have not been able to regularly attend doctors' appointments with their wards, celebrate wards' birthdays, or visit wards in the hospitals. Nor have they been able to decorate the wards' rooms for holidays, attend a holiday meal, or even deliver their holiday gifts to them in person this year as we have always done in the past. To compensate, Guardians have been sending cards and calling the facilities more often to check on their wards. All communication occurs by telephone or Zoom meetings. Not all wards are able or willing to participate in the Zoom meetings, thus it has been very difficult for the Guardians to oversee the care for their wards.

Perhaps the most difficult development of the pandemic was the staff dealing with an extreme amount of loss in the past year and a half due to the deaths of 59 wards. Twenty-eight of those deaths were directly related to COVID-19; all were residents of long-term care facilities. As is typical, the Ursuline Guardians often were left to plan these many funerals but, unlike in the past, they often were unable to attend the actual services due to the constraints of social distancing at the various times during the pandemic period—something on which all Ursuline Guardians always have placed a very high value, since too often, the Guardian may be the only individual in attendance at the ward's final services.

## Protective Services

The Ursuline Support Services Protective Services program has endured several challenges since July 2019, sustaining sizable staff turnover, a dramatic increase in Report of Needs (RONs), and many changes in protocol and procedure due to COVID. Between the period of May 2019 and August 2020, Protective Services ran through six Protective Services Investigators (PSIs) to fill open positions for a program that normally only employs four full-time investigators. Most of the repeated turnovers were due to the increasing number of RONs and the paperwork demands placed on staff for each new investigation. These transitions placed a heavy burden on the remaining PSIs, who were not only expected to assume more cases, but also help with the orientation and training of the new PSIs.

During the 2019/2020 fiscal year, Ursuline received 1,302 Reports of Need. That is an average of approximately 27 new cases a month per PSI. The Pennsylvania Department of Aging (PDA) recommends that a PSI have no more than 30 active cases at any given time. Thankfully, beginning in August 2020, the Allegheny County Area Agency on Aging (AAA) created a fourth team to investigate RONs. Prior to this date, there were three subcontractor agencies investigating all the Allegheny County cases. The new AAA team has provided relief to current agency PSIs and a reduced number of reports received by each of the other three organizations, including Ursuline.

Finally, the COVID-19 pandemic has brought many changes to how PS is conducting investigations. In the middle of March 2020, PSIs were instructed to cease home visits and conduct phone interviews only with each consumer, unless there was an immediate or emergency need. This created additional challenges to how an investigation is conducted due to limitations brought about by telephonic contact, such as hearing loss, cognitive incapacity, and some consumers not having access to a phone. However, even with these limitations, each PSI has adjusted well, and the safety and well-being of each consumer remains the top priority of the program.

Despite the several challenges, each Ursuline PSI has worked hard to maintain a manageable caseload and help reduce the imminent risk of the most vulnerable among Allegheny County's senior population. In the age of COVID, they are Ursuline Support Services' "first responders" and deserve our support, recognition, and appreciation!



## Independence Support Services

### **Service Coordination:**

The Ursuline Supportive Living Enhancement Program (SLEP) was notified in mid-2020 that, as a result of the COVID-19 pandemic and in accordance with CDC guidelines, there would be no foot traffic in any of the Housing Authority of the City of Pittsburgh (HACP) high-rises. This was true for HACP staff as well as all providers. Ursuline transitioned to providing “wellness calls,” and partnering with other HACP service providers, to have Service Coordinators meet the needs of the residents as requested. Our staff also partnered with HACP to support outdoor events throughout the year, and periodically provided flyers addressing “Appropriate Mask Wearing” as well as “Social Distancing.” As of the end of 2020, HACP has not yet re-opened the properties to any of their providers and Ursuline continues to maintain only remote support which appears to meet resident needs at this time. As a result of the expansion of the Eviction Prevention Program (EPP) contract with HACP, and one of our SLEP coordinators moving over into EPP, Ursuline was afforded the opportunity to hire a new Service Coordinator under SLEP whose past service coordination experience has been vital during COVID to navigate her transition into a new position while unable to actually “meet” the residents she serves!

### **Eviction Prevention Program (EPP):**

in the fall of 2019, Ursuline secured additional financial support through a pilot of the Eviction Prevention program (EPP) with the Housing Authority of the City of

Pittsburgh (HACP) to focus support on eligible family community residents who are at risk of eviction. Focused on budgeting and resource management support while directing the residents toward better handling of monthly expenses and obligations (especially rent), many of these individuals also benefit from the tangible assistance resources that Ursuline can coordinate for infants, as well as older children, bringing some additional relief to the stretched budgets of income-disadvantaged households. In the fall of 2020, HACP agreed to expand the EPP to an additional larger public housing community. The Service Coordinators for the EPP are also restricted to offering only remote support of the residents at this time, but it appears that at this time all individual and program needs are being met through the new paradigm of “virtual” contacts.

### **Checks & Balance Program:**

Currently Volunteer Bill Paying and Representative Payee supports are reflective of the CDC guidelines of social distancing but are still assuring that all resource management needs are met for the clients under the umbrella of the two program offerings. All interactions with individuals are conducted by mail and phone. While this “virtual” process has produced delays to the onboarding and processing of new referrals, program growth has not completely shut down. The Rep Payee program processing of new applications is held up by about two months because the Social Security Administration is dealing with the same social distancing and remote work arrangements as agencies like Ursuline.





Since 2014

### OFFICERS

**Adam Zihar, JD**, *Board Chair*  
Counsel  
Data Ethics, Policy and Privacy Department  
Highmark Health

**Robert T. O'Connor**, *Board Vice Chair*  
Executive Director, General Manager  
Aetna

**Sean McCann**, *Board Treasurer*  
Investment Advisor  
PNC Wealth Management

**Katherine Leech Vollen, Esq.**, *Board Secretary*  
Founding Partner  
Vollen, Anderson & Long, LLC

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

### DIRECTORS

**Nicholas Barone, JD, MBA, MS**  
Innovation Manager  
Covestro, LLC

**Randy Detweiler**  
Senior Community Affairs Analyst, Retired  
PALS (People Able to Lend Support)  
Highmark, Inc.

**Jeanne Givner, MBA**  
Senior Manager, Risk Management  
FedEx Ground

**Jennett Hafer**  
US Accounting/HR Manager  
CRU North America, Inc.

**Peter P. Hric, III**  
Realtor  
eXp Realty

**Tony Johnson**  
Senior Business Process Engineer  
Cigna Healthcare

**Katie Le**  
Vice President, Account Manager  
PNC Corporate & Institutional Banking

**Jen Martchek**  
Consultant on Aging  
J. Martchek Consulting

**Jeffrey A. Mitch, CPA, CCGA**  
Manager  
American Eagle Outfitters

**Scott Pipitone**  
President, CEO  
Pipitone Group

**Adele Towers, MD**  
Assoc. Prof. of Medicine & Psychiatry  
University of Pittsburgh  
Senior Clinical Advisor, UPMC

**Miles A. Urban**  
Program Manager, Customer Alignment  
Highmark Inc.

**Amanda Wells**  
Customer Care Communications Analyst  
American Eagle Outfitters

### Directors Emeriti

**Jean Robinson**, Community Volunteer, Deceased, January 2021  
**Barbara K. Shore, Ph.D.**, *Retired*, University of Pittsburgh School of Social Work, Deceased, October 2018  
**Guy Tumolo**, *Retired*, Controller's Office, Allegheny County



# Honoring Board Member Emerita Jean Robinson

Ursuline Support Services Board Member Emerita, dear friend and supporter Jean Carlisle Ackerman Robinson passed away Tuesday, January 19, 2021. Everyone who knew Jean, even briefly, understood she was a gift from God right from the start! Jean first came to touch Ursuline Support Services in 2011, offering her unmatched kindness and loving heart. Jean was a founding board member of the Good Grief Center, which became a part of the Ursuline umbrella, ultimately bringing Jean to USS. Noted by Ursuline Board Member Scott Pipitone, "Jean was a stalwart, thoughtful, and especially giving part of Ursuline. She made the transition over to Ursuline from Good Grief because her heart was so large and believed in the mission." As a result, it did not take long for Jean to transition from an advocate of the Good Grief Center to one of the strongest "cheerleaders" and board members Ursuline ever had!



Jean married F. Brooks Robinson in 1956 and soon settled in Brooks' hometown of Pittsburgh, and there began another 65-year love affair; one in which Jean fell in love with her adopted city and, in turn, brought her loving heart and many gifts to the Pittsburgh community. Over the last five decades, Jean Robinson served many of the organizations, just as she did our own Ursuline Support Services, that make Pittsburgh the unique cultural, open-hearted, and welcoming community that it is. Jean's many fellow board members would describe her as the conscience of the board. Jean never "sat" on a single board; she ran during her board tenures at a full sprint. Her level of interpersonal involvement required remarkable reserves of resilience, persistence, and grace that few people possess. "It is so hard to accept that her constant, quiet persona will not always be with us at our many future events, cheering on each new accomplishment... but I know her spirit will always remain part of Ursuline and all we do going forward," reflected Ursuline Executive Director Anthony Turo.

While difficult to get Jean to pause for any thanks or honors, she was quietly grateful for having been named a

Distinguished Daughter of Pennsylvania and a recipient of the Jefferson Award for Community Service. As meaningful as her formal, not-for-profit community service, and perhaps more so to those on the receiving end, was Jean's boundless love, open heart, beaming smile and willingness to help anyone who crossed her path; traits which are legendary in Pittsburgh. Diminutive in stature, she was anything but when it came to offering a kind word, a hug, or a hand up...anything to brighten another's day and the world around her. As a mother and grandmother, "Gigi" provided a constant nurturing and loving family fabric, and the great gift of her example, one which will keep on giving and echoing for generations.

Jean received a sudden and difficult diagnosis just two months before her death. She certainly did not want to leave us, but it would be wrong to say she fought a courageous

**Grant, O Lord, that in all the joys of life, we may never forget to be kind. Help us to be unselfish in friendship, thoughtful of those less happy than ourselves, and eager to bear the burdens of others, through Jesus Christ our Savior. Amen.**

fight. Courageous most definitely; but not really a fight. It would be more accurate to say that Jean took on her adversary just the way she lived every day; with self-awareness, fundamental honesty, unerring faith and her very particular sweet love and kindness toward those around her. As one who had cared for the dying as a Forbes Hospice volunteer for 40 years and had comforted dozens who were about to commence the journey on which she had now embarked, Jean looked her prognosis squarely in the eye and, without regret or concern for herself, in the end became her

own family's hospice counselor and gracefully guided those she loved most as her great soul departed. Jean left us all on that morning, looking out over a brilliant, sunlit view of Schenley Park, surrounded by her loving family.

One of Jean's favorite prayers, and a code to live by: "Grant, O Lord, that in all the joys of life, we may never forget to be kind. Help us to be unselfish in friendship, thoughtful of those less happy than ourselves, and eager to bear the burdens of others, through Jesus Christ our Savior. Amen." Those of us who were blessed to know her understand just how well those words came alive in the life of our dearly departed Jean Robinson.

# STAFF HIGHLIGHT

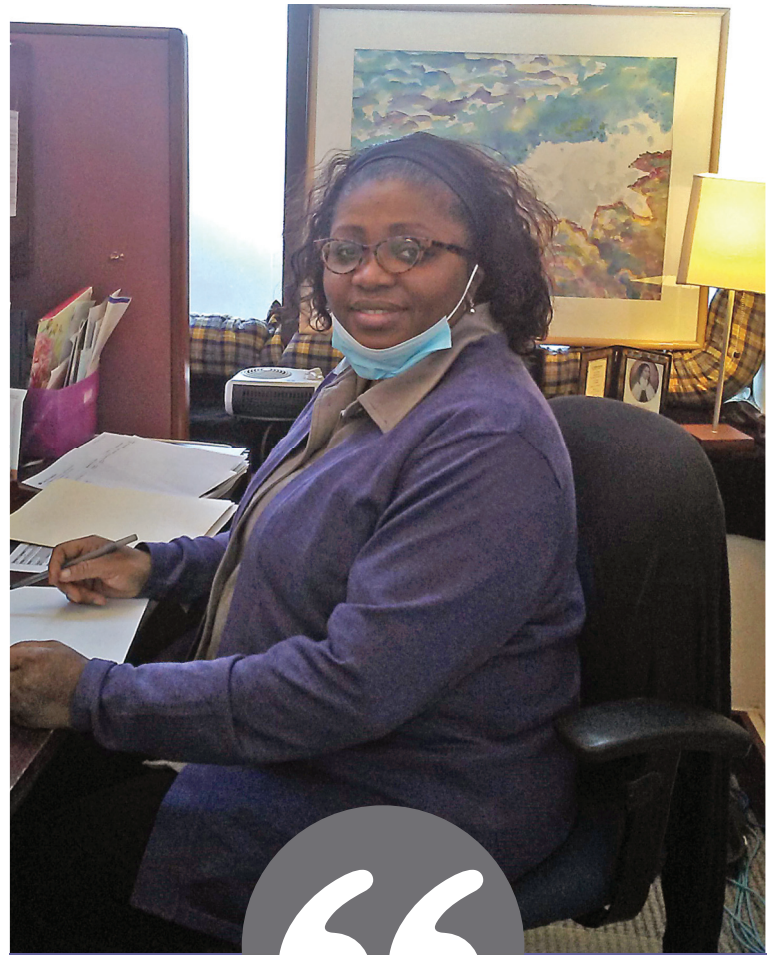
## Ursuline Support Services Recognizes Teresa Maynor for 25 Years of Service

Teresa Maynor started working at Ursuline Center in 1994, after emigrating to the Pittsburgh area from Monrovia, Liberia in 1987, and after completing her Bachelor of Arts in Social Sciences at Slippery Rock University in 1991. Her first position with the agency was as a Care Manager when the agency was still located in the former Ursuline Academy mansion on Winebiddle Street in the Friendship neighborhood in the east end of the city. Teresa transferred to the Guardianship Department as a Guardian of Person in 2002. She completed her Master of Science in Organizational Leadership from Geneva College in 2004 and, since that time, has become a Nationally Certified Guardian.

### **Teresa always goes above and beyond for her wards.**

She pays attention to the little things, like decorating her wards bulletin boards in their rooms for the holidays, the small selfless acts that make all the difference in the lives of those she serves. Teresa also makes it a point to always attend the funeral services of her wards, sometimes the only person in attendance.

Teresa is the definition of an advocate: dedicated, compassionate, committed, and she always treats her wards like family. She has been a role model to her community, her family, and her church. Through all the many changes Teresa has witnessed across her years at Ursuline, Teresa has risen consistently to the occasion of becoming the best Guardian she can be. Thank you, Teresa, for all you do for USS, and those we are privileged to serve!



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# HIGHLIGHTS

## Director of Finance & Operations Earns MBA

John A. Daub, Director of Finance & Operations for Ursuline Support Services since 2016, recently completed a Master of Business Administration degree from Indiana University of Pennsylvania. Daub, who joined Ursuline in 2007 as a Care Manager, previously earned a bachelor's degree in Sociology from Lebanon Valley College with concentrations in Psychology and Business Management.

Daub credits Ursuline's Executive Director, Anthony J. Turo, for encouraging his academic endeavors and professional development. While employed at USS, Daub also completed Certificates in Accounting, Nonprofit Management and Corporate/Community Relations, all from the University of Pittsburgh.

Daub has tailored his educational pursuits to meet the needs of his evolving role at Ursuline. His decision to pursue an MBA was grounded in the demand for strong business acumen in the nonprofit field and as a next step towards becoming an executive director.

**Daub relishes his position as Director of Finance & Operations at Ursuline because it affords him the opportunity to focus on two of his longstanding interests: human services and business administration.**

Daub views the MBA as a capstone to his previous studies in accounting, business management and communications. Not one to rest on his laurels, Daub is planning on pursuing a Human Resources credential later this year. Other USS positions held by Daub include Estate Guardian, Business Office Manager, and Finance Manager.



**Daub has tailored his educational pursuits to meet the needs of his evolving role at Ursuline.**



# 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  
[ursulinesupportservices.org](http://ursulinesupportservices.org)

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## HIGHMARK VIRTUAL WALK FOR A HEALTHY COMMUNITY

The Highmark Walk for a Healthy Community is scheduled for Saturday May, 15th 2021. Similar to last year, the Walk will be virtual, giving walkers the flexibility to participate in an environment that is most comfortable to them, allowing for social distancing and keeping to small groups of other individuals already in their "circle." In a virtual setting in 2020 Ursuline raised \$4,300. This was hard earned money that the organization was very proud of given all the extenuating circumstances due to the COVID-19 Pandemic. As a whole, almost \$500K was raised by the 90 organizations that the Walk supports across the Highmark network.

## 2021 Virtual Walk is Saturday, May 15

In 2021, Ursuline looks to build on their virtual total by engaging in new, exciting options for participation with our network of support! By use of revitalized social media platforms, we are excited to see just how high we can go! We hope that you will help us on that journey and look forward to your participation!

To support Ursuline Support Services reach our fundraising goal through our participation in the 2021 Highmark Walk for a Healthy Community, please visit [www.walkforahealthycommunity.org](http://www.walkforahealthycommunity.org) and go the "Ursuline Support Services" page to create a new team, register as an individual walker on one of the teams already listed, or simply make a donation to the cause. Every person who registers brings USS one "step" closer to our goal to WORK for a Healthy Community!



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

**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.*