

Homecoming 40th Anniversary Celebration Brings Together Alumni, Friends, Supporters and Staff

Most of those connected with USS know that we have been celebrating 40 years of service to Pittsburgh and surrounding communities since late 2021. Culminating in a special “Homecoming 40th Anniversary Reception” on Friday, October 21, 2022, at the site of the old Ursuline Academy and home of the original Ursuline “Center” (currently the Waldorf School of Pittsburgh), the agency brought together Ursuline Academy alumni, our friends and supporters, staff, board members, and volunteers (past and present) to join USS for this special recognition event.

To repeat a bit of our history that was shared that evening, this “Ruby” anniversary, marks 40-plus years in operation since, in the fall of 1981, the original Ursuline “Center” opened for business as a multi-service community center in the old Winebiddle Street manse that housed the Ursuline Academy. For nearly 100 years prior to that, generations of Ursuline Sisters out of Louisville, Kentucky educated and molded class after class of “refined young ladies” right here in the Friendship neighborhood of Pittsburgh, where our agency first got its start.

Responding to a community needs survey, conducted by the founding Executive Director Sr. Elaine Eckert, OSU, the first Center provided not only services to our aging neighbors, but to families and children as well through childcare, job-training, and even a “Friendship House” for the families of patients being cared for at nearby St. Francis Hospital. In the 1990’s, the Ursuline Sisters sold the old Academy building to a private developer and moved the agency to a space on Baum Boulevard. Around that same time, they called the remainder of their Sisters home to Louisville and turned the agency over to the

local community simultaneously changing its name to Ursuline “Services.”

Over the years, the agency’s concentration of services gradually focused more fully on those for elderly neighbors aging in place through the provision of care management and protective services. At the same time, the agency was established as a sole-source provider of guardianship services for seniors under an agreement with the Allegheny County Area Agency on Aging. As a result, the agency updated its name to Ursuline “Senior” Services in 2005 to reflect its more specific service to our older neighbors.

In 2012, after the acquisition and operation of the Good Grief Center for several years, the agency settled on the name Ursuline “Support” Services to

better communicate the comprehensive nature of the services we provide, those that “help navigate life’s transitions,” in all the many forms such changes can take. The agency’s staff completed its move to the former grief center location on Murray Avenue in Squirrel Hill in 2017, where we remain in operation today.



Sr. Rita Joseph Jarrell, OSU, presents the Ursuline Coat of Arms.

Through all the twists and turns of our forty-year history, one thing has endured: the compassionate care provided by those who have worked with USS for the benefit of our aging, disabled, and disadvantaged neighbors—what we call *the Ursuline Way*. Our goal remains to treat all those we meet with dignity, respect, trust, and (most especially)

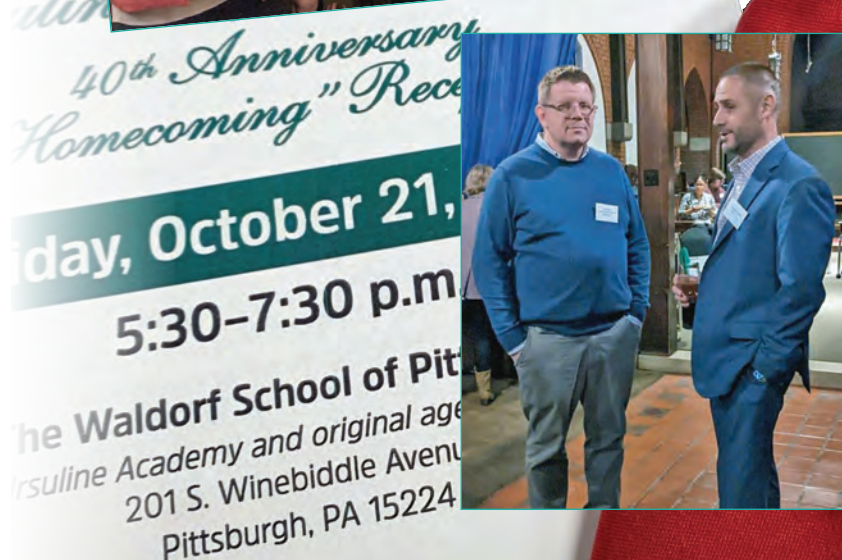
Anniversary cont. from Page 1

kindness. At Ursuline, we never turn anyone away who requests help—even if all we can offer is an appropriate referral for a service we may not provide.

One of the highlights of our Anniversary Reception was Sr. Rita Joseph Jarrell, OSU (the last principal to serve the Ursuline Academy of Pittsburgh when it graduated its last class in 1981) who presented our agency with the Ursuline Coat of Arms. Sr. Rita, who coined the phrase “the Coeur d’Ursuline” (the “Heart” of Ursuline), advocated that our organization be permitted to display the Coat of Arms (an honor reserved for Ursuline institutions worldwide) in recognition of the legacy the Academy has left in the community-benefit organization Ursuline Support Services has become.

In response to Sr. Rita’s reception remarks, Waldorf School of Pittsburgh’s Head of School Kirsten Christopherson Clark shared with the guests how the legacy of the Ursuline Academy also lives on in the children of Waldorf School. Waldorf children are reminded every day of the generations of students who flowed through the halls of their school building long before they arrived. She pointed out that there are many “Ursuline” symbols and artifacts displayed and built into the building that the children experience every day. One class even studies the building and the Friendship neighborhood history as part of their year-long curriculum.

All in all, the reception allowed for a special evening to remember and recognize what one building in the “heart” of Friendship has given our community over the course of nearly one and a half centuries. As Sr. Rita never fails to remind the remaining alumni of the original Ursuline on Winebiddle Street (as Executive Director Tony Turo shares with past and present staff and volunteers of Ursuline Support Services), the “heart” of that building still beats in the important work Ursuline still provides across this community every day!



Ursuline
Support Services
Help navigating life's transitions

LEADERSHIP STAFF

Anthony J. Turo, MPA
Executive Director

John A. Daub, MBA
Director, Finance & Operations

Melissa Osman
Director, Protective Services

Michelle Smart, MS, NPM
Director, Guardianship & OnYourBehalf Services

Karen Miller Tobin, MEd
Director, Independence Support Services



How Time Flies...

Looking back over the period of this annual report, July 2021 through June 2022, Ursuline Support Services was very focused on recognizing our 40-year history, while looking ahead to what comes next. Many of our staff have shared much of that history, several with USS more than half of that time, or nearly there, with our Guardianship Director Michelle Smart topping the tenure chart at more than 30 years at the agency! Whether with Ursuline 30+, 25, 20, or more than 10 years with the agency (which more than two thirds of our staff complement can claim!), it's hard not to marvel at just how fast time flies!

Along with that, the 2021-22 fiscal year also marked the "end" of the COVID pandemic when Ursuline, like so many other organizations, businesses and corporations began to bring staff back into the office with a slow and steady return to a "new normal" work reality, which we now call our "hybrid" work environment. These days, each staff member works a minimum of two days a week in the office and the remainder in a remote location, either at a home office or in the field. Ursuline has always recognized and supported the importance of coworkers sharing in the onboarding, orientation, and training of new members of the staff, so nearly two years of wholly remote work arrangements were difficult for USS. While we still hold fast to that philosophy, we have also learned that our remarkably able staff find new and innovative ways to share with and support each other, even if they are not present to each other in our offices on a daily basis.

Other developments during the 21-22 year were that we had a couple significant retirements in our Guardianship department, while at the same time our Protective Services contract with the Area Agency on Aging saw the program staff complement more than double. This program expansion, along with the replacement of key staff in the Guardianship program, has gifted USS with a large group of fresh faces joining the agency that we have not seen the likes of in more than a decade. Another lesson that time not only flies, but it also marches on!

We feel very blessed to be able to serve and support our community in so many ways. Whether through guardianship, protective services, service coordination, or representative payee services, our staff and volunteers continue to make a difference in the lives of our most vulnerable elderly and disabled neighbors. While no one can predict the future, it is our hope that we will be able to look back in another 40 years to find that we continued to do the same...*the Ursuline Way!*

Blessings,

Tony Turo

P.S. On a less happy note, this issue of All About USS will be the last designed by our long-time graphic designer, Jeannie Schott. Jeannie was introduced to me and the agency soon after I began here in early 2004. Jeannie has worked side by side with me to design every issue of our newsletter since then, along with a myriad of brochures, flyers, booklets, letterhead and other items that have helped develop the look and message of this agency for nearly 20 years. Jeannie recently has taken a job as Visual Communications & Social Media Coordinator for the Western PA Conference of the United Methodist Church. While I am disappointed to lose such a valued and impactful resource, I am happy that Jeannie's talents, skills, and collaborative and cooperative persona are being noticed and regarded so highly on a broader stage. If you have enjoyed our newsletters over these past many years, you understand what we are losing, but all of USS here at Ursuline wish Jeannie all the best!



*The Ursuline Way...
at the HEART of all we do
since 1981*



ANNUAL REPORT 2021-22

Annual FINANCIAL Report

July 1, 2021 – June 30, 2022

INCOME

Protective Services*	\$631,252
Public Guardianship*	510,000
Service Coordination	
SLEP**	144,922
Eviction Prevention Program**	180,254
Emergency Housing Voucher Program	16,622
Glen Hazel RAD	14,000
On Your Behalf	
Fee for Service	225,684
Medical Assistance Fees	103,455
Independence Support Programs	
Money Management Program*	37,821
Representative Payee Program	39,438
Administrative/Fundraising***	26,120
TOTAL	\$1,929,568

* Allegheny County Area Agency on Aging programs (AAA)

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

*** \$132,367 of Administration income & expense is included in the contract amounts of the AAA & HACP programs.

\$56,131 of Administrative income & expense is included in the remaining program budgets.

EXPENSES

Protective Services*	\$631,254
Public Guardianship*	510,001
Service Coordination	
SLEP**	144,923
Eviction Prevention Program**	180,177
Emergency Housing Voucher Program	16,622
Glen Hazel RAD	13,087
On Your Behalf	
Fee for Service	289,201
Independence Support Programs	
Money Management Program*	37,822
Representative Payee Program	35,722
Administrative/Fundraising***	94,501
TOTAL	\$1,953,310

Annual PROGRAM Report

July 1, 2021 – June 30, 2022

CORE PROGRAMS

Guardianship150 Wards

Allegheny Public Guardianship61 Wards
(Includes Kane & Protective Services)

Allegheny County *On Your Behalf*12 Wards

Fee-for-Service Guardianship22 Wards
(Includes Trust Services)

Out of County42 Wards
(Includes Cambria Care Center)

Out of County *On Your Behalf*11 Wards

Power of Attorney2 Participants

Protective Services.....1,137 Reports of Need

INDEPENDENCE SUPPORT SERVICES

Service Coordination664 Residents Served*

* limited contacts due to COVID-19

Eviction Prevention Program (EPP)550 Residents Served

Emergency Housing Voucher19 Participants

Checks & Balance119 Participants

Representative Payee – 112 Participants

(66 active, 33 pending, 13 closed)

Volunteer Bill Pay – 7 Participants

OTHER SERVICES

Volunteers7 Volunteers

Administrative Volunteers – 2

Community Volunteer Bill Payers – 5

Board of Directors – 15

USS Staff – 26

Protective Services Program Expands to Keep Up with Demand County-Wide

We were informed in spring of 2022 that the Allegheny County Area Agency on Aging (AAA) secured additional Department of Human Services (DHS) funding to expand each of the three (3) sub-contracted providers in the county PS network to fourteen (14) Protective Services Investigators (PSIs) each, an increase of eight (8) PSIs per provider, with additional allowances made for program supervisory and administrative support staff. These increases were implemented to address the consistent increase the number of PS Reports of Need (RONs) that the county PS network had been experiencing for several

years running. This move in essence more than doubled the size of our Protective Services program due to the extensive additional resources being made available through DHS. Once all the positions in question (most likely ten in total) are onboarded through the remainder of 2023, Protective Services will emerge as Ursuline's largest program, in budget, staffing, and individuals served. Much work for both program and agency leadership throughout the last 18 months has been on the incremental expansion brought on by the addition of these new resources for our Protective Services program.

Guardianship/*OnYourBehalf* Moves into Year Three

Moving into Year Three of HillCap, our intention was to fully launch and evaluate our new service offerings—Power of Attorney; Daily Money Management; and Family Guardian Support—first to our targeted channel markets, and finally to the broader community in general.

Having identified our (second) Business Development Specialist (BDS) Bob Marbella at the end of Year Two, our first step was to onboard our new staff resource who started with the agency on July 18, 2022. With the first two years of HillCap focused on the creation of a stronger brand, including new marketing materials and a website for *OnYourBehalf* (OYB), we were anxious to have our new BDS take the OYB information and resources out into the community with the intent of encouraging referrals for the OYB services.

One of the first new marketing steps taken in Year Three was to place strategic ads of the OYB services where both channel markets and the community-at-large would see them. These included: Pittsburgh Senior Directory; Pittsburgh Senior Blue Book (which affords the BDS and other staff to participate in networking events they host); plus several church bulletins through the Catholic diocese focused on upper middle income areas (such as Wexford, Sewickley, Upper St Clair, and South Park).

The BDS outreach activity has been slowly increasing since July and is starting to bear fruit in the way of referrals, mostly for guardianship and Power of Attorney (PoA) services.

The agency realized more guardianship wards being onboarded during the first six months of Year Three because Ursuline has increased its presence in the community.

Additionally, our increase in guardianship wards is due to some smaller guardianship agencies asking Ursuline to be "successor guardians" to their wards and the courts still catching up with scheduling guardianship hearings that were on hold or delayed because of COVID.

Other factors surrounding the use of guardianship by the courts across the Commonwealth of PA may also have an impact on our guardianship numbers going forward. But, in the same way, one of the solutions to the utilization of guardianship concerns could be to increase the use of Powers of Attorneys instead of guardianship to assure the financial and medical protection of older and disabled individuals. This being the case, our decision to include Powers of Attorney as one of our *OnYourBehalf* service offerings may well turn out to be one of the most important outcomes of our HillCap project participation. If least restrictive alternatives to guardianship are to become the standard, then our PoA numbers should increase as guardianship numbers decrease.

Ursuline Support Services

Board of Directors 2023-26



Since 2014

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

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University of Pittsburgh
Senior Clinical Advisor, UPMC

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Manager, Enterprise Portfolio Planning
The Bank of New York Mellon

Members rotated off the Board since last Annual Report:

Peter Hric *Amanda Wells*
Scott Pipitone *Adam Zihar*
Katherine Leech Vollen

A special thank you to Sean McCann who completed two terms as Board Treasurer as of June 30, 2023!

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

Service Coordination Continues to Add Different Ways for USS to Make a Difference

In late 2021, the Housing Authority of the City of Pittsburgh (HACP) added the Northside family communities under the umbrella of the Eviction Prevention Program (EPP) we began together in 2019. Once available funding was confirmed, additional staff time was added to cover the residents who would need support in those communities, and existing SLEP Coordinator Karla Barham moved into that new position. Then, in late 2022, HACP engaged USS again to provide specialized service coordination of residents in their system. This time, HACP asked USS to provide Emergency Housing Choice Voucher (HCV/Section 8) support for individuals referred to them through Allegheny County DHS programs for homelessness, domestic violence, and victims of sex trafficking. EPP Coordinator Audrey Lee was asked to step in as the new HCV Transition Support Coordinator and former SLEP Coordinator Gwen Harris returned to the agency to fill the vacant position to round out the EPP/EHV team.

As a result of our EPP project, Ursuline was asked to join a task force (coordinated by The Pittsburgh Foundation) addressing issues of potential homelessness due to the discontinuation of the Emergency Rental Assistance Program (ERAP) and the lifting of the eviction moratorium, both connected to the COVID pandemic. Ursuline subsequently applied for Pittsburgh Foundation to provide our own URAP (Ursuline Resident Assistance Program) supports to HACP residents participating in our EPP efforts. Through URAP, 25 residents/families can receive up to \$1,000 each toward their rental arrearages in an effort to ward off eviction and provide the resident and their family with better housing security.

Ursuline continues to answer numerous requests during the year regarding taking on additional service coordination responsibilities facilities that are being considered in both refurbished and new construction properties. If successful, Ursuline is engaged to provide the service coordination/social services in several new or refurbished facilities on the Northside and East End and, most recently, Hazelwood as they come online over the next couple of years.

Most recently, Ursuline has taken on the service coordination of Hillcrest Residences in the Carrick neighborhood of Pittsburgh. New Service Coordinator Carlena Jenkins is joining USS to take care of the Hillcrest residents. Welcome Carlena!



Ursuline Welcomes New Assistant

This past January Ursuline welcomed a new administrative assistant, Melanie Murray.

Located at the front entrance to our Murray Avenue offices, Melanie now serves as the “face” and the “voice” of Ursuline. Melanie brings with her years of non-profit social services administrative support experience, most recently at A Second Chance in the Homewood neighborhood of Pittsburgh.

We are happy to have Melanie on our team where she is proving herself more valuable every day.

Welcome Melanie!





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

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challenges posed by life's transitions, inspiring hope through
protection, education, and advocacy.*

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