

Be On the Lookout for Fake Social Security Calls

Choose Work Shares a Message from Social Security

Be on the lookout for fake Social Security calls. Have you ever received a threatening call from someone claiming to be someone you trust, like a government official? Have you been asked for your Social Security Number or other personal information?

These calls are not from Social Security! There are many telephone scams happening now, with the goal of tricking you into sharing your personal information and money. Don't be fooled!

Sometimes, scammers pretend they're from Social Security. The number you see on caller ID may even look like an official government number but it's not. The caller may say there is a problem with your Social Security number or account or ask you to give them personal information like your Social Security Number or bank account. They may tell you that you must pay a fine using retail gift cards, pre-paid debit cards, wire transfers or cash to fix the problem or to avoid arrest.

These calls are not from the Social Security Administration. Use these tips to help you protect yourself.

Social Security will **NOT**:

- Threaten you.
- Tell you that your Social Security Number has been or might be suspended.
- Call you to demand an immediate payment.
- Ask you for credit or debit card numbers over the phone.

Social Security cont. on page 2

Social isolation, loneliness in older people pose health risks

(from National Institute on Aging website, April 23, 2019)

Human beings are social creatures. Our connection to others enables us to survive and thrive. Yet, as we age, many of us are alone more often than when we were younger, leaving us vulnerable to social isolation and loneliness—and related health problems such as cognitive decline, depression, and heart disease. Fortunately, there are ways to counteract these negative effects.

Health effects of social isolation, loneliness

Research has linked social isolation and loneliness to higher risks for a variety of physical and mental conditions: high blood pressure, heart disease, obesity, a weakened immune system, anxiety, depression, cognitive decline, Alzheimer's disease, and even death.

People who find themselves unexpectedly alone due to the death of a spouse or partner, separation from friends or family, retirement, loss of mobility, and lack of transportation are at particular risk.

A pioneer in the field of social neuroscience, Dr. Cacioppo passed away in March 2018. His wife and collaborator, Stephanie Cacioppo, Ph.D., continues this work as assistant professor of psychiatry and behavioral neuroscience at the University of Chicago and director of the university's NIA-supported Brain Dynamics Laboratory.

"The misery and suffering caused by chronic loneliness are very real and warrant attention," she said.

For related information, see "Directions" on page 3.

"As a social species, we are accountable to help our lonely children, parents, neighbors, and even strangers in the same way we would treat ourselves. Treating loneliness is our collective responsibility."



Social Security cont. from page 1

- Require a specific means of debt repayment, like a pre-paid debit card, a retail gift card, or cash.
- Demand that you pay a Social Security debt without the ability to appeal the amount you owe.
- Promise a Social Security benefit approval, or increase, in exchange for information or money.
- Request personal or financial information through email, text messages, or social media.

Social Security **WILL**:

- Sometimes call you to confirm you filed for a claim or to discuss other ongoing business you have with them.
- Mail you a letter if there is a problem.
- Mail you a letter with detailed information about options to make payments and the ability to appeal the decision if you need to submit payments.
- Use emails, text messages, and social media to provide general information (not personal or financial information) on its programs and services if you've signed up to receive these messages.

Holidays at Ursuline

FedEx Ground

outdoes itself once again with its response to Ursuline Support Services' Holiday Gift Giving Project.

Additional Supporters of our 2019 Holiday Gift Project: Pipitone Group; Louis Plung & Company; Reed Smith; Edgar Snyder & Associates; University of Pittsburgh Division of Geriatrics; West Penn Hospital; plus Ursuline Board Members Tony Johnson, Jen Martchek, Bob O'Connor, and Miles Urban.

ISS Director Karen Tobin, Volunteer Tammy Pugh, and Coordinator Toni Federline share **good food and some laughs** at the agency Holiday Luncheon in December.



The Holiday Party staff committee turned the Ursuline offices into a **“fine dining experience”** for the 2019 Holiday Event.

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



Ursuline
Support Services
Help navigating life's transitions

DIRECTIONS

from the Executive Director



As has already been identified earlier in this issue (See “Social isolation, loneliness in older people pose health risks,” Page 1), the epidemic of living alone into old age is becoming a greater and greater concern across our region, nation, and world. Add to that older adults living alone with cognitive impairment—a growing and vulnerable population Ursuline Support Services works with every day—and you find a group of individuals, along with their family, friends, and caregivers, who face very unique challenges. Elena Portacolone, Ph.D., assistant professor of sociology at the University of California, San Francisco, reported these findings in an interview about the results of an NIA-funded study to understand the daily experiences, social networks, and decision-making ability of just such older and disabled persons.

Having few friends or family members attuned to their concerns was a key factor exacerbating social isolation. Interestingly, these individuals still expressed a desire to be socially integrated, an idea that runs against the prevailing assumption that isolated older adults are alone by choice. However, “other participants with Alzheimer’s disease noted that their friends were less eager to see them after they shared their diagnosis,” Dr. Portacolone added. And, these same individuals are often reluctant to show they need help because they fear being forced to move from their homes.

Ursuline Support Services knows exactly who these people are and addressed many of these same concerns through our 2019 Annual Appeal materials. For instance, we shared that 49% of

adults 79 and older in Pittsburgh live alone. At the same time, 65% of older adults rely exclusively on family and friends for help. However, friends and family don’t always live close, which make the gradual shifts of later life even more of a challenge for isolated seniors and individuals with disabilities. The reality is that none of us is immune to these life transitions and such natural changes can overwhelm ANY individual. That’s why Ursuline offers a “safe” place to turn for help in the form of highly qualified professionals who vulnerable individuals can trust.

49% of adults 79 and older
in Pittsburgh **live alone.**

At the same time,
65% of older adults rely
exclusively on **family and
friends for help.**

Your support allows us to provide the very service our most vulnerable neighbors need to reduce their feelings of being isolated and alone, and surround them with the supports that give them the strength and confidence to continue to live the most independent life they are able to lead (see our 2018-19 Annual Report, Page 4 for more information). Ursuline Support Services is here to extend a helping hand, through gestures big and small. With your help, even the tiniest gesture can help to make navigating life’s changes a lot less difficult, and lonely.

Tony Turo



Ursuline bids farewell to
Protective Services Investigator
Tammy Athey after nearly
25 years of service
with the agency program. Tammy
relocated back to her home state of
Iowa to be closer to her family after
all these years.

ANNUAL REPORT 2018–19

Annual FINANCIAL Report*

July 1, 2018 – June 30, 2019

INCOME

Public Guardianship*	\$505,554
Private Guardianship	
Fee for Service	220,751
Medical Assistance Fees	118,075
Protective Services*	451,615
Service Coordination	
SLEP**	147,655
Glen Hazel RAD	7,000
Independence Support Programs	
Representative Payee Program	51,697
Money Management Program*	37,491
Cart to Heart Shopping Program	8,583
Administration**	61,072
TOTAL	\$1,609,493

EXPENSES

Public Guardianship*	\$505,555
Private Guardianship	
Fee for Service	271,163
Protective Services	455,615
Service Coordination	
SLEP*	147,658
Glen Hazel RAD	4,781
Independence Support Programs	
Representative Payee Program	25,492
Money Management Program*	37,492
Cart to Heart Shopping Program	8,083
Administration**	70,022
TOTAL	\$1,525,861

* Allegheny County Area Agency on Aging programs

** \$114,232 of Administration income and expenses is included in the contract amounts of the Allegheny County Area Agency on Aging programs; \$31,872 of Administrative income & expense is included in the remaining program budgets.

Annual PROGRAM Report

July 1, 2018 – June 30, 2019

CORE PROGRAMS

Guardianship	167
	Wards
Allegheny Public Guardianship:	
(Includes Kane & Protective Services) – 65 Wards	
Fee-for-Service Guardianship:	
(Includes Trust Services) – 39 Wards	
Out of County:	
(Includes Cambria Care Center) – 63 Wards	
Protective Services	1,610
	Reports of Need
Service Coordination	875
	Residents Served
Volunteer Programs	116
	Consumers
Independence Support Services:	
Checks & Balance Program – Rep Payee – 83 Consumers	
Bill Pay – 17 Consumers	
Cart-to-Heart (Volunteer Shopping Service) – 16 Consumers	

OTHER SERVICES

Volunteers	45
	Volunteers
Independent Support Services	1,775**
	Volunteer Hours
Administrative Volunteers – 3	
Community Volunteer Bill Payers – 12	
Cart to Heart Volunteer Shopping Program – 16	
Board of Directors – 14	

** does not include volunteer hours provided by Board of Directors members

From the Board Chair



As we are heading into the New Year 2020, I want to take this opportunity to reflect upon not just another changing in our calendars, but changes to the Ursuline Support Services (USS) Board of Directors.

Firstly, I want to acknowledge Mike Lee who is stepped off the Board as of June 30th, 2019 after 13 years of service. During this time, Mike has been a hugely influential Board president, officer, and committee member and leader over the years, steering USS through numerous strategic decisions and organizational transitions. Mike's experience and relationships helped cultivate the Cart to Heart Program and Rep Payee programs as well as guide decisions during the difficult time of closing the Good Grief Center. His guidance and direction have been instrumental in developing strategies helping USS structure self-sustaining, economically viable programs. He will be sorely missed from the Board.

Second, I would like acknowledge Scott Pipitone for his hard work and dedication to USS as Vice Chair as his term ended on June 30th last year as well, and congratulate Bob O'Connor for stepping into the Vice Chair position. Bob has graciously accepted the position of Vice Chair and will continue to apply his extensive leadership experience while leveraging his many years of prior service as a USS Board member. While Scott is stepping down as Vice Chair, he has accepted an additional three-year term to remain a member of the Board. Scott and The Pipitone Group have been critical in developing the USS website and various other marketing pieces and tools as well as providing valued business acumen and knowledge. We are lucky to have these two gentlemen continue to serve, thank you!

Next, former Board member and longtime enthusiast of USS, Jean Robinson, has been elected as a Director Emerita to the Ursuline Support Services Board of Directors. Jean's selection in this capacity as an Emerita member of our Board of Directors was unanimously voted on at the May 20, 2019 meeting in recognition of Jean's years of dedicated service and ongoing support to the mission of Ursuline Support Services. We are very excited to have Jean back on the Board with us in this honored capacity as we move USS into the future.

Lastly, I want to thank you. If you are reading this newsletter you have contributed to and supported the USS mission in some form or fashion. Whether that support has come in the way of financial contributions, volunteer work, as a vocal enthusiast, or supporting a loved one in a way that is consistent with USS's mission and goals, you have helped to make USS what it is. I hope you are as excited as I am to see what happens as the next season of change approaches. Thank you all!

Sincerely,

Adam Zihar, Chair



Past Chair Mike Lee accepts recognition gift from Ursuline Board of Directors and staff as he prepares to rotate off the Board after more than a decade of dedicated leadership.

Ursuline Support Services

Board of Directors 2018/2019



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

Mike M. Lee, *Past Chair*

(rotated off June 30, 2019)

Chief of Operations, Continuous Improvement

PNC Financial Services

DIRECTORS

Nicholas Barone, JD, MBA, MS

(new January 2020)

Innovation Manager

Covestro, LLC

Lisa C. Bell, PhD

Propylene Oxide Contract Manager

Covestro LLC

Peter P. Hric, III

(new November 2019)

Sales Associate

Howard Hanna Real Estate Services

Keith R. Lagnese, MD

Chief Medical Officer

Family Hospice & Palliative Care

Katie Le

Vice President, Account Manager

PNC Treasury Management

Jen Martchek

Consultant on Aging

J. Martchek Consulting

Jeffrey A. Mitch, CPA, CCGA

(new November 2019)

Manager

American Eagle Outfitters

Scott Pipitone

President

Pipitone Group

Tony Johnson

Senior Business Process Engineer

Cigna Healthcare

Dr. Adele Towers, MD

Assoc. Prof. of Medicine & Psychiatry

University of Pittsburgh

Senior Clinical Advisor, UPMC

Miles A. Urban

Program Manager

Highmark Inc.

Amanda Wells

(new January 2020)

Customer Care Communications Analyst

American Eagle Outfitters

Directors Emeriti

Guy Tumolo, *Retired*, Controller's Office, Allegheny County

Jean Robinson, Community Volunteer *(new July 2019)*

Highmark Walk for a Healthy Community 2019

For the third consecutive year, Ursuline Support Services participated in the Highmark Walk for a Healthy Community. Both the weather and our results were outstanding for the event, held on May 11, 2019 on Pittsburgh's North Shore. This year, Ursuline raised over \$8,500 to aid our mission, an increase of more than 70% over the year before. Board members, staff, family, friends and pets all came together to walk in support of Ursuline. "This year's event was even better than last year. It was a great opportunity for staff, board members and volunteers to have some fun together and to talk to the community about Ursuline's impact. I am already looking forward to next year's walk!" said Lisa Bell, who co-led Ursuline's effort on the walk.

Ursuline would like to give a special thank you to our sponsors. Their support was crucial to our success this year.

Thank you to:

- Bookminders
- D'Alessandro's Funeral Home
- Liberty Insurance
- Terrace Place at Vincentian
- OLDS, RUSS, MARQUETTE & PEACE, LLP Attorneys At Law
- Pipitone Group
- PrintTech

Keep a look out for future communication on the next Highmark Walk for a Healthy Community in 2020. Please consider joining us for this fun community event! If you are a business owner who would like to talk with us about sponsorship opportunities, please contact Tony Turo.



Walk for a Healthy Community

"Team Ursuline"

poses in front of our agency booth before setting out.



Miles Urban, co-chair of Ursuline's Walk for a Healthy Community 2019 effort, waits

with his dad

for the start of the Walk.

Ursuline Board Treasurer Sean McCann and "family" **gear up** for their "Walk!"



Ursuline Support Services

Help navigating life's transitions

Administrative Center
2717 Murray Avenue
Pittsburgh, PA 15217

Phone: 412-224-4700
FAX: 412-224-4717
Toll Free: 1-888-474-3388

NONPROFIT ORG
US POSTAGE
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PITTSBURGH PA
PERMIT NO 147

RETURN SERVICE REQUESTED

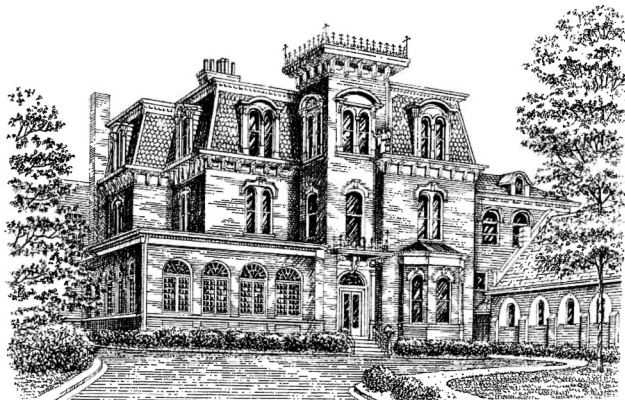
INSIDE:

2018-2019 Annual Report

Highmark Walk for a Healthy
Community 2019 Review

2019 Holiday activities at
and around Ursuline

SAVE THE DATES: October 16-17, 2020



Ursuline Academy Pittsburgh

1894 – 1981

All Class Reunion Coeur d'Ursuline



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.