

## Message From the Board President and Executive Director:

# Technology at SCS: A Tool to Promote Independent Aging

Dear Friend of SCS,

Touch screens, laptops, and high-speed Internet service are as integral to Senior Community Services' mission today as our wellness classes, counseling services, and home-delivered meals. SCS' strength remains in our compassionate and talented staff and volunteers. Technology is providing them with new tools to promote independent, meaningful aging:

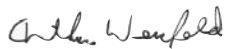
- Tapping skills gained through the welcoming environment of our Center for Life Long Learning computer classes, older adults are connecting with family, friends, and resources.
- On our website, seniors learn about our programs, register for classes and trips, link to our Facebook page, and view the day's activities—and what is on the menu— at each of our four Centers.
- Our user-friendly Center data management system captures participant usage and profile information. We are saving time and gaining valuable information.
- On visits to their homebound clients, Care Managers can record assessment information on laptops yet maintain an essential human touch. Back in the office, they are logging in to a state-wide database. The aim is to create “paperless” case files, streamline workflow, and, most importantly, link the homebound with support services faster.

While the speed at which digital technology advances is often breakneck, SCS moves ahead thoughtfully guided by our Technology Committee. This group plans, problem solves, and ensures the integrity and security of our records.

We are deeply grateful to our funders' and volunteers' commitment to all of our programs. Simply stated, we could not do our work without their concern and support. We are especially proud to partner with the Delaware County Office of Services for the Aging (COSA)—a champion of harnessing technology to ensure quality of life for older adults.

We will continue to embrace new technology to foster health and well being for older adults. What will never change is our belief in the power of a caring human touch. Thank you.

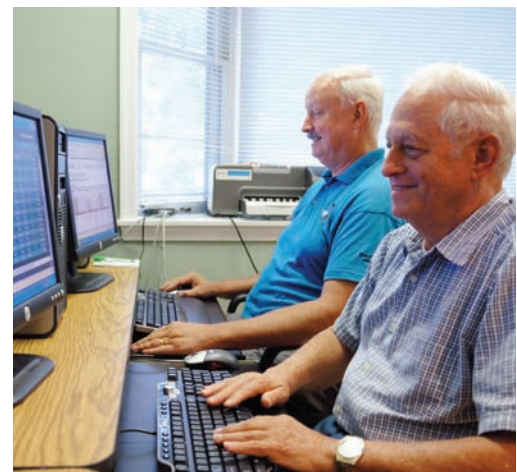
Sincerely,



Arthur Weisfeld, Executive Director



Edward Baum, President, SCS Board of Directors



# TECHNOLOGY: TRANSFORMING



During a home visit with a client, an SCS Care Manager inputs information on his laptop.

## Streamlining Connections to In-Home Support Services

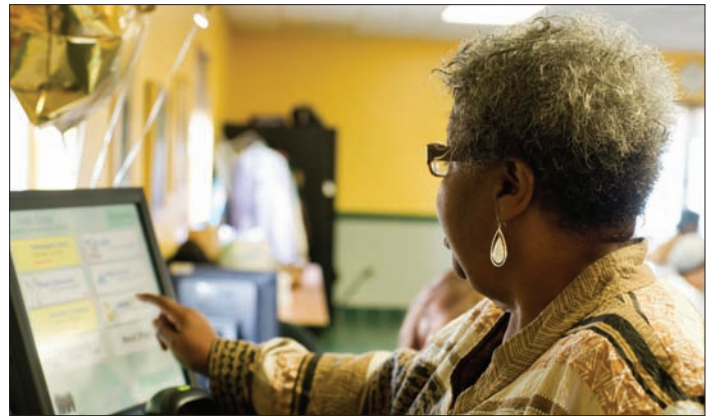
Care Manager Ann Swayngim thinks of her homebound clients as family—and she sees herself as their problem-solver. “I help them determine what services they qualify for, and which agencies would best suit their needs,” relates Swayngim. The goal is to ensure that these older adults remain living where they wish—at home.

It is no small task. Like other SCS Care Managers, Swayngim develops individualized care plans for an average of 75 clients. She coordinates a scope of in-home support services, which may include meals, bathing and personal care, light housekeeping, transportation, property-tax rebates, shopping help, heating assistance, outside counseling, and home weatherization.

But she has help. Laptops are saving time recording client information. Back in her office, she uploads assessment and other care plan details into the state database. The system reduces redundancy of record keeping, improves service coordination, and effectively tracks costs.

“The state database captures comprehensive data, ensuring the everyone involved in a client’s care has up-to-date information about the individual’s progress, services, and circumstances,” says Trindy Grundy, Associate Director, Long Term Care.

She adds, “Technology is helping to improve our efficiency and effectiveness. It enhances—not replaces—our caring, creative, collaborative approach to helping the elderly live independently and with dignity.”



A Good Neighbor Senior Center member selects activities for the day via touch screen.

## Information at Our Fingertips

It is 8:45 am and a Chester Senior Center member approaches the Center’s sign-in station, swiping her key card across the bar code scanner. The day’s array of activities display on a touch screen. With a few taps of her finger, she chooses “Knitting Circle,” “Ceramics,” “Southern Grill Hot Lunch,” and “Line Dancing.” The registration process takes less than a minute.

It is a simple act with an enormous impact—and its playing out hundreds of times every weekday at SCS’ four Centers.

SCS implemented the swipe-card/touch screen data management system, called My Senior Center, to replace manual sign-in logs. The computerized system has reduced personnel resources required to record participant information and generate required reports. And it is doing even more; it is changing the way SCS plans and evaluates programs.

“We know who is using our services and when they are using them. Equally important, we know who is not participating,” says Arthur Weisfeld, SCS Executive Director. “By comparing our service delivery information with Census data, we are revealing service gaps. We can then pinpoint outreach efforts to specific zip codes. Additionally, we now can see usage patterns. For example, if an individual has enrolled in weight loss and exercise programs at one of our Centers, we’d then contact them about a new healthy cooking class,” explains Weisfeld.

Says Weisfeld, “The touch screen system puts critical information at our fingertips—and we’re putting that data to work to respond to seniors’ needs.”

# THE WAY SCS WORKS

## Connecting Seniors to Family, Friends, and Resources SCS' Center For Life Long Learning Computer Classes

Herbert Morris' grandchildren live in Atlanta but with a click of a computer mouse, the distance disappears. The Friendship Circle Senior Center member "visits" with his grandchildren almost daily, sharing email messages and digital photographs from Friendship Circle's Computer Laboratory.

**"Each of our four Centers has a multi-station computer laboratory. Every inch of every Center has wireless Internet connection."**

— Arthur Weisfeld,  
Executive Director, SCS

While he had used a computer and keyboard in his career as an electrician, Morris had never gone online. In fact, only 38 percent of U.S. adults age 65+ had been online as of December 2009, a significantly lower rate of Internet usage than the general population (74 percent, according to the Pew Research Center's Internet & American Life Project.)

SCS aims to make more seniors computer savvy, empowering them

with new skills to foster greater independence. "Our Center for Life Long Learning Program offers dozens of computer classes at a nominal charge," says Arthur Weisfeld, SCS Executive Director.

Topics range from emailing basics, to downloading ebooks from the Delaware County Library system, to responsibly researching medical issues. In fact, SCS' website offers online registration for SCS' classes, trips, and programs.

Morris enrolled in the Introduction to Computers class and has never looked back. He has since learned how to format correspondence, create spreadsheets to manage his monthly finances, and to upload and send digital

**"I encourage every senior to enroll in a computer class—and not to be intimidated. The Internet teaches you what's happening in the world. The more you learn, you are awakened to new things. It may be a challenge at first but take up the challenge."**

— Aaron Waller,  
Friendship Circle member



In Friendship Circle's Computer Lab, Herbert Morris pauses from composing emails.

photographs. He even discovered new travel routes, using the Internet to map out his road trip to Florida.

"I'm retired but I'm still learning," says Morris, "and every time I turn on the computer, I learn something new."

It is a sentiment echoed by another Friendship Circle member, Aaron Waller, of Yeadon.

"I've learned how use the Internet to research various health conditions—I even watched an online video of a medical procedure that I needed to undergo," says Waller. An avid jazz fan and history buff, he pursues these interests on line.

He adds, "I realize that technology is moving right along and I don't want to be left behind." Thanks to SCS' computer classes, he is staying on track!

## 2010/2011 Service Delivery Highlights

Senior Suppers delivered to homebound elderly  
111,912

Lunches, breakfasts, and dinners served by SCS  
30,808

Senior Center participants  
7,455

Homebound elderly connected to support services through SCS' Care Management Program  
1,595

Family Caregiver Support Program clients  
268

Senior Center at Home Program visits  
1,074

Adults benefiting from the APPRISE Program's free health insurance counseling and hotline  
4,011

Cognitive Stimulation "kit" presentations at nursing homes, assisted living facilities, adult day centers, and senior centers  
1,051

Center Without Walls Program participants  
693

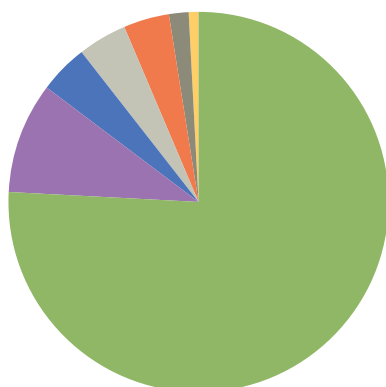
Volunteer hours dedicated to SCS  
46,051

# FINANCIAL REPORT

## Statement of Financial Position June 30, 2011 and 2010

	2011		2010
<b>ASSETS</b>			
Current Assets	\$ 944,836	\$	857,056
Property and Equipment, Net	\$ 856,163	\$	809,244
<b>Total Assets</b>	<b>\$ 1,800,999</b>	\$	<b>1,666,300</b>
<b>LIABILITIES</b>			
Current Liabilities	\$ 332,945	\$	329,033
Long-Term Liabilities	0		0
<b>Total Liabilities</b>	<b>\$ 332,945</b>	\$	<b>329,033</b>
<b>NET ASSETS</b>			
Unrestricted Net Assets	\$ 1,294,554	\$	1,152,051
Temporarily Restricted Net Assets	\$ 168,000	\$	179,716
Permanently Restricted Net Assets	\$ 5,500	\$	5,500
<b>Total Net Assets</b>	<b>\$ 1,468,054</b>	\$	<b>1,337,267</b>
<b>Total Liabilities and Net Assets</b>	<b>\$ 1,800,999</b>	\$	<b>1,666,300</b>

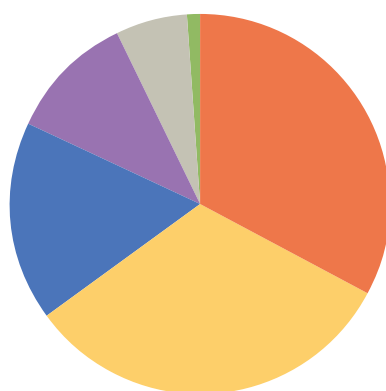
### Total Revenue \$3,419,799<sup>3</sup>



COSA	\$2,601,934	76%
Grants <sup>1</sup>	\$ 316,005	5%
Consumer Fees/ Contributions	\$ 149,825	4%
United Way <sup>2</sup>	\$ 139,382	4%
Management Contracts/Other	\$ 135,962	4%
Municipalities	\$ 55,800	2%
Individual Donations	\$ 20,891	1%

- 1 Includes foundation, corporate and legislative grants
- 2 Includes Partner Agency allocations and Donor Choice contributions
- 3 Reimbursements from Senior Services Management Group excluded

### Total Expenses \$3,227,608<sup>3</sup>



Care Management	\$1,092,381	33%
Senior Centers <sup>1</sup>	\$1,026,612	32%
Caregiver Support Services	\$ 559,126	17%
Administration and Support	\$ 365,230	11%
Other Programs/ Services <sup>2</sup>	\$ 201,503	6%
Housing Support Services	\$ 32,756	1%

- 1 Includes Center for Life Long Learning and Center Without Walls
- 2 Represents APPRISE Health Insurance Counseling, Cognitive Stimulation and Senior Center at Home programs
- 3 Senior Services Management Group inter-agency fiscal activity excluded

## Board of Directors 2011 -2012

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## Honorary Directors and Lifetime Directors of the Board

*Reflecting contributions of \$1,000 and above from individuals*

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Marguerite Beaty  
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David and Phyllis Bookspan in  
Memory of Shirley Kizner  
Steven S. Bradley  
Betty and Tom Griffin  
David Hyde  
Robert Mask and Zoe Mask\*  
Kathleen Muckenfuss  
John Pauly\*  
\*deceased

## Municipal Donors

Aldan Borough  
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Yeadon Borough

## Organizational Donors

Boeing Employees Community Fund  
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Public Health Fund  
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and Community Development  
Delaware County Office of Services for  
the Aging (COSA)  
Dolfinger-McMahon Foundation  
Eleanor Roth Charitable Trust  
Ethel Sergeant Clark Smith Memorial  
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United Way of Southeast Delaware  
County  
United Way of Southeastern  
Pennsylvania  
Wachovia Wells Fargo Foundation  
Wawa Corporate Charities  
W.W. Smith Charitable Trust

## Volunteer Recognition Luncheon

320 Market Café  
American Medical Alert Corp. (AMAC)  
BTC Foods Inc.  
BeneServ Corporate Benefit Services  
David Brossart, Architect  
C & C Janitorial Service  
Chester Water Authority  
Crozer Keystone Health System  
Delaware County Office of Services for  
the Aging (COSA)  
Eldorado Carpet One  
Earl Gaymon Janitorial Services  
Johnny G's Pest Control  
Griffiths Printing Co.  
D. L. Harden, Painting & Wallcovering  
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Leitzell & Economidis, PC  
LIFE At Home  
Lincoln Benefits Group  
Lindsay Insurance Group, Inc.  
Mercy Fitzgerald Hospital  
Mingis, Gutowski & Company, LLP  
O K Builders & Remodelers, Inc.  
Occasionally Yours  
Office Basics, Inc.  
Oliver Heating & Cooling  
Les Patrick  
PECO Energy Company  
Pfaff Brothers Construction, Inc.  
Pinciotti Rubbish Removal  
Corporation  
Amy Pollack Graphic Design  
Press Publishing Company  
Quality Maintenance Company  
Reliable Technical Solutions  
Ruby Red Hatters of Darby Township  
Saint Clair Communications  
Craig Shea Plumbing & Heating.  
Singer Equipment Company  
Stair Ride Company, Inc.  
TD Bank  
Tele-Systems, Inc.  
US Foodservice  
Your Neighborhood Yardman

## Cognitive Stimulation Kit Partners

Broomall Rehabilitation & Nursing  
Center  
Bryn Mawr Terrace  
Dunwoody Village  
Fair Acres Geriatric Center  
Family Matters Adult Day Center  
Genesis LIFE at Home  
Granite Farms Estates  
Harlee Manor, Inc.  
Hometown Senior Center  
Lima Estates  
Little Flower Manor  
Maris Grove Retirement Community  
Naamans Creek County Manor  
Plush Mills Senior Living Community  
Residence at Glen Riddle  
Riddle Village Retirement Center  
Senior Care of Broomall  
Senior Care at Crozer  
Sunrise Senior Living at Granite Run  
The Belvedere Center  
The Quadrangle  
Westgate Hills Rehabilitation &  
Nursing Center  
Whitehorse Village, Inc.

*SCS is deeply grateful to all of the donors contributing to SCS through United Way, SCS Membership Drive, Special Events, Annual Fund and Memorial and Tribute Programs. We regret that due to space limitations, we cannot list each name.*

# SCS CENTERS AND PROGRAMS

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## **Chester Senior Center**

721 Hayes Street  
Chester, PA 19013  
(610) 497-3550

## **Friendship Circle Senior Center**

### **Hearing Discovery Center**

### **Senior Center at Home Program**

1515 Lansdowne Avenue  
Darby (Yeadon), PA 19023  
(610) 237-6222  
(TDD: 610-237-6231)

### **APPRISE Health Insurance Program**

(484) 494-3769

## **Good Neighbor Senior Center**

1085 Hook Road, Studevan Plaza  
Sharon Hill (Darby Township),  
PA 19079  
(610) 586-8170

## **Schoolhouse Center**

### **Center for Life Long Learning**

### **Center Without Walls Program**

### **Cognitive Stimulation "Kit" Program**

600 Swarthmore Avenue  
Folsom, PA 19033  
(610) 237-8100

## **Caregiver Consultation Service**

### **Care Management Program**

### **Family Caregiver Support Program**

1515 Lansdowne Avenue  
(on the Mercy Fitzgerald Hospital  
campus)  
Darby (Yeadon), PA 19023  
(610) 237-6222

*\*SCS also hosts programs at a variety of  
Delaware County sites. For information,  
please call (610) 237-8100 or visit SCS  
on the web at [www.scs-delco.org](http://www.scs-delco.org)*

## **SCS Mission Statement:**

To promote independent  
and meaningful living for  
older adults through  
direct services and programs  
in the home and community.



*The official registration and financial information of Senior Community Services may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.*

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Chester, PA 19013

600 Swarthmore Avenue  
Folsom, PA 19033

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The logo for SCS Senior Community Services features the letters "SCS" in a large, stylized font, with "SENIOR COMMUNITY SERVICES" in smaller text to the left.