

Message From the Board President and Executive Director:

Supporting the Elderly and Their Families at Home

Dear Friend of SCS,

Quality of life is a phrase we use quite often in our work with older adults. What does it mean? Senior Community Services (SCS) respects that for our elderly neighbors, quality of life means living where they wish—at home.

This independence often does not come easily. Many elderly struggle with basic tasks. They need help bathing, dressing, shopping, and cooking. They may feel isolated. Or their family caregiver is overwhelmed.

To respond, SCS offers a constellation of in-home services. Driven by our mission to promote meaningful, independent aging, SCS offers this support in concert with our four nationally accredited centers. This Annual Report highlights the ways we reach out to older adults and their families at home.

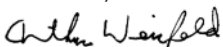
We do not do it alone. Foremost, SCS partners with the Delaware County Office of Services for the Aging (COSA). SCS works hand in hand with COSA and an array of community providers to meld services and shape innovative, cost-effective solutions. For example, together we are:

- Embracing the “no wrong door” approach to information and referral. When people seek help, they receive it. This is a simple but powerful solution because access to information is the starting point on the path to independence.
- Forging new collaborations through Transitional Care (from hospital to home). We aim to significantly reduce the alarming 30-day hospitalization readmission rates for the elderly.

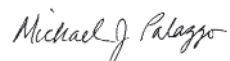
We also rely on volunteers who serve selflessly in a range of essential roles in our centers and in the homes of frail elderly. We also are deeply grateful for funding from individuals, local businesses and municipalities, foundations, corporations, and COSA. We could not impact the lives of so many in Delaware County without this financial support.

Thank you for ensuring quality of life for our older neighbors. You are helping them enjoy their lives in the best place possible—their home.

Sincerely,



Arthur Weisfeld, Executive Director



Michael J. Palazzo, President, SCS Board of Directors



SUPPORTING THE ELDERLY AND



A SCS Care Manager (left) meets with clients in their home. With extensive knowledge of resources, SCS Care Managers work together with older adults to plan their care and ensure they live safely and with the least restrictions in their home.

OPTIONS—A Bridge to Independent Living at Home

A hot lunch. A grab rail for the bathroom. Help with housekeeping. These simple things can make a significant difference in the lives of older adults. Connecting older adults to in-home support services is the aim of the OPTIONS program. OPTIONS' comprehensive, coordinated approach helps elderly live safely and with the least restrictions in their home.

SCS implements OPTIONS in partnership with the Delaware County Office of Services for the Aging (COSA). Upon a link individuals with resources and services. These may include: visiting physicians, home health aides, personal care assistants, home-delivered meals (Senior Suppers), housekeeping, health insurance counseling, help identifying benefits, and/or a Personal Emergency Response System.

OPTIONS clients may need only one service, such as care management to monitor services. Others with more complex—and often ever changing—needs may rely upon a combination of in-home supports. SCS care managers develop, monitor, and assess the care. And while each care plan is thoughtfully tailored to an individual's needs, the goal for all OPTIONS' clients is the same: serve as a bridge to independence.

In 2012, 1,531 older adults benefited from the OPTIONS Program.

Senior Suppers—Opening the Door to Nutritious Meals and to the Community

Delaware County's largest in-home meal service, Senior Suppers delivers meals to homebound elderly. In doing so, it provides health benefits; seniors who follow a healthy diet can better manage a chronic illness and recover faster from sickness. Proper diet is pivotal to preventing certain diseases.

But SCS volunteers and staff are delivering even more than Senior Suppers; they offer a life-affirming human touch and a reassuring daily check-in for many isolated elderly. SCS calls our Senior Suppers volunteers and staff “the eyes and ears” of our agency—but they are, in fact, “the heart” of our program.

Despite Senior Suppers' steady growth over the years, SCS and COSA maintain a “no-waiting-list-for-meals” pledge. To keep pace with demand, SCS operates Senior Suppers from each of its four nationally accredited centers. The largest site, based at Chester Senior Center, also uses a satellite kitchen at Episcopal Place at Park Row. To reduce costs and to build community, SCS collaborates with Elwyn and Community Interactions to engage individuals with special needs to assist Chester Senior Center's meal delivery staff. At Schoolhouse, Good Neighbor and Friendship Circle, volunteer teams deliver the meals.

Individuals who deliver the meals and the homebound they serve often form lasting friendships. Senior Suppers delivers essential meals and opens the door to the outside world for homebound elderly.



A SCS Senior Supper volunteer prepares to deliver meals. Volunteers are the “heart” of this essential home-delivered meal program.

In 2012, 473 older adults benefited from 116,526 Senior Supper meals and lunches.

THEIR FAMILIES AT HOME

Senior Center at Home— A World of Difference at Home

Frail elderly may not be able to attend one of SCS' four nationally accredited centers but they do not have to miss out on the centers' uplifting benefits. SCS' model Senior Center at Home (SCAH) takes meaningful recreational and social activity into the homes of isolated elderly.

SCS developed Senior Center at Home in 1995 with leadership support from The Pew Charitable Trusts. Senior Center at Home matches volunteers with elderly participants according to mutual interests and geographic locality. Together, they play board games, tend to windowsill gardens, discuss books and poetry, exchange recipes, rekindle former hobbies such as photography or trigger new ones such as line drawing.

Senior Center at Home also includes a PAWS program; volunteers and their trained and certified pets visit the homebound. The program coordinator develops activity plans that complement the interests and abilities of elderly participants.

Senior Center at Home's goal is to improve mood and activity level for frail elderly. All of which make a world of difference in the lives of those who are homebound.

▶ In 2012, 101 homebound elderly benefited from 1,117 Senior Center at Home visits.

Family Caregiver Support Program— Respecting the Extraordinary Role of Caregivers

Caring for an aging relative is rewarding. Yet it also can be overwhelming—physically, emotionally, and financially. The Family Caregiver Support Program (FCSP) works with caregivers to develop a plan to ensure their family member's safety and comfort—while also focusing on the needs of the caregiver.

Caregivers who tend to the many needs of their aging loved ones may forget to take care of themselves. With extensive knowledge and experience, our FCSP staff explain the resources available in the community and guide caregivers to the best options for their loved one. Simply put, FCSP creates a safety net.

FCSP's one-on-one consultations provide personalized instruction. FCSP hosts Caregiver Education workshops presented by seasoned professionals. Our Support Groups also help individuals learn techniques and tips from those who know firsthand what they are experiencing—other caregivers. All family members are welcome to the free monthly sessions.

For an individual who is homebound, one of the most important members of their care team is the special individual who serves as caregiver. FCSP respects and supports their extraordinary role.

▶ In 2012, 388 caregivers benefitted from the Family Caregiver Support Program.

SCS respects the extraordinary role of caregivers and works to reduce their financial and emotional stress.



2012 Service Delivery Highlights

In addition to its scope of in-home services highlighted in this Annual Report, SCS impacted the lives of Delaware County's older adults in the following ways:

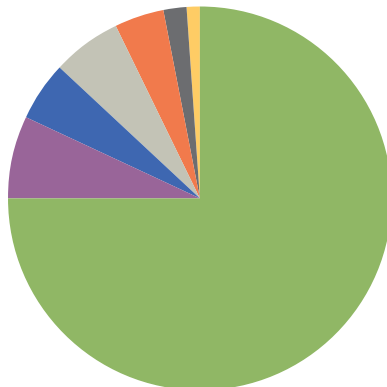
- 34,424** Breakfasts, lunches and dinners served through Center-based programs
- 8,861** Senior Center participants
- 4,133** Adults benefiting from the APPRISE Program's free health insurance counseling
- 1,260** Cognitive Stimulation "kit" presentations at nursing homes, assisted living facilities, adult day centers, and senior centers
- 2,401** Center Without Walls and Center for Life Long Learning class sessions
- 44,816** Volunteer hours dedicated to SCS

FINANCIAL REPORT

Statement of Financial Position June 30, 2012 and 2011

	2012	2011
ASSETS		
Current Assets	\$ 1,054,489	\$ 944,836
Property and Equipment, Net	\$ 915,953	\$ 856,163
Total Assets	\$ 1,970,442	\$ 1,800,999
LIABILITIES		
Current Liabilities	\$ 178,106	\$ 332,945
Long-Term Liabilities	0	0
Total Liabilities	\$ 178,106	\$ 332,945
NET ASSETS		
Unrestricted Net Assets	\$ 1,539,456	\$ 1,304,554
Temporarily Restricted Net Assets	\$ 247,380	\$ 158,000
Permanently Restricted Net Assets	\$ 5,500	\$ 5,500
Total Net Assets	\$ 1,792,336	\$ 1,468,054
Total Liabilities and Net Assets	\$ 1,970,442	\$ 1,800,999

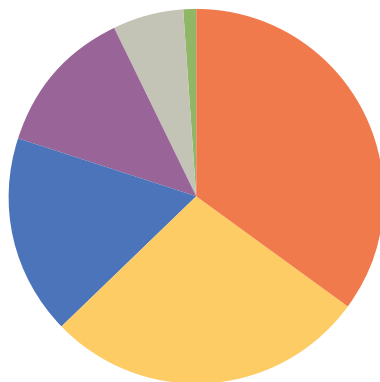
Total Revenue \$3,393,356³



COSA	\$ 2,561,471	75%
Grants ¹	\$ 252,609	7%
Consumer Fees/ Contributions	\$ 169,218	5%
United Way ²	\$ 188,462	6%
Management Contracts/Other	\$ 148,079	4%
Municipalities	\$ 53,700	2%
Individual Donations	\$ 19,817	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 \$3,312,236³



Care Management	\$ 1,171,428	35%
Senior Centers ¹	\$ 924,522	28%
Caregiver Support Services	\$ 568,813	17%
Administration and Support	\$ 419,999	13%
Other Programs/ Services ²	\$ 194,232	6%
Housing Support Services	\$ 33,242	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

Thank You to Our Family of Supporters

SCS is also 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.

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2012 Volunteer Recognition Luncheon Donors

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Folsom, PA 19033

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SCS CENTERS AND PROGRAMS

Chester Senior Center

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

APPRISE Health Insurance Counseling Program

Direct (484) 494-3769

Friendship Circle Senior Center Hearing Discovery Center Senior Center at Home Program

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

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 (OPTIONS) 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*

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.