

Message From the Board President and Executive Director:

A Year of Important Growth Steps

Dear Friend,

Collaboration, responsiveness, and thorough planning. These tenets underpin SCS' mission to promote independent aging for senior citizens.

Thanks to friends and supporters like you, 2013 was a watershed year. This Annual Report features two, recent distinctive growth steps that will propel our efforts for years to come.

First: SCS' selection to launch *Aging at Home—A Community Network*. In partnership with United Way of Greater Philadelphia and Southern New Jersey, SCS is coordinating an innovative service network for older adults.

Collaboration has always been SCS' strong suit. In this pilot program for age 60+ residents in the William Penn School District, SCS is strengthening partnerships and forging new ones.

We are creating a trusted “go-to” resource. Expanding services in the home, the senior center, and the community, we will connect seniors to range of support, such as a ride to a doctor visit, a sidewalk shoveled, nutritious meals, or a welcoming place to enroll in an exercise class.

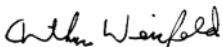
SCS respects that we can respond to the diverse needs of seniors only by pinpointing what these needs are. To this end, our second significant step in 2013 relates to refining program planning and evaluation.

Specifically, SCS' Board of Directors is guiding efforts to methodically revamp the way SCS captures and analyzes data. The feedback is shaping our decision making relating to program design and assessment. Studying data helps to identify what works and what we can improve.

As we take these significant steps, we want to thank all of those who continue to share our commitment to promoting meaningful aging: SCS benefits from the support of the Delaware County Office of Services for the Aging (COSA), United Way, municipalities, foundations, businesses, individuals, and dedicated volunteers.

Our effort is greater than the sum of its extraordinary parts—and we are deeply grateful that you are a part of what we do today. We ask you to continue to support us as we work to improve and expand our impact tomorrow. Thank you.

Sincerely,



Arthur Weisfeld, Executive Director



Michael J. Palazzo, President, SCS Board of Directors



A YEAR OF IMPORTANT GROWTH

AGING AT HOME—A COMMUNITY NETWORK

SCS Selected To Pilot A New Model for Community-Based Services

Home sweet home. This sentiment takes on significant meaning for older adults; AARP research indicates that 9 out of 10 adults age 65+ want to remain living in their own homes. Ensuring this independence is driving an exciting new SCS initiative called *Aging at Home—A Community Network*.

SCS is piloting the program in collaboration with United Way of Greater Philadelphia and Southern New Jersey. The goal is reduce reliance on institutional care by better assisting adults to age with comfort and dignity at home.



After a rigorous selection process, United Way named SCS the coordinating agency to launch *Aging at Home—A Community Network*. Specifically, SCS' model is addressing the needs of adults age 60+ in Aldan, Colwyn, Darby, East Lansdowne, Lansdowne, and Yeadon. In this William Penn School District community, more than 7,000 residents are age 60+.

With SCS' Friendship Circle Senior Center as the hub, *Aging at Home—A Community Network* is reaching out to connect older adults with a vast array of support. Working with multiple agencies, SCS is taking the lead to shore up a comprehensive safety net of core and customized services. These include information and referral to resources, chore assistance, transportation, health screenings, and volunteer opportunities. Program staff will help older adults assess what best suits their needs.

The program is also enlisting trained volunteers, including older adults, to deliver services as appropriate. During the first six months, individuals can access the program for free and then continue to benefit through a nominal annual membership fee.

Says SCS Board President Michael Palazzo, "Today, SCS' Friendship Circle Senior Center offers adult education classes, hot lunches, volunteer opportunities, recreational activities, and social events. Under the auspices of COSA, the staff of SCS' Care Management and Family Caregiver Support Program make home visits to connect the homebound with daily hot meal deliveries; aides to assist with bathing, cooking, and cleaning; and in-home recreation therapy. *Aging at Home* will work with the wealth of local service providers, businesses, religious institutions, health care providers, and community organizations to intensify our reach."

United Way is providing SCS with start-up funds and technical and program assistance for three years. The goal is to develop a sustainable and replicable program. As a model initiative, measuring impact is critical. To this end, integral to SCS' design of *Aging at Home—A Community Network* are data collection and program evaluation.



According to Sara McCullough, Associate Vice President of Health and Basic Needs at United Way, the work SCS performs with this new program is key to developing and advocating for a new, more efficient model of aging care.

"Together, our goal is to help more older adults age in good health, with improved quality of life, in their homes and communities. And by working together, we're able to drive the kind of measurable, lasting impact that none of us can achieve alone," says McCullough.

Says Darby resident, Sharon Carey, "*Aging at Home—A Community Network* will help to bring stability and comfort to seniors and their families when they need it most."

Residents in Aldan, Colwyn, Darby, East Lansdowne, Lansdowne, and Yeadon who would like to learn more about the program or are interested in volunteering, are urged to call (484) 534-2201.

STEPS

PINPOINTING THE NEEDS OF SENIORS BY PUTTING DATA TO WORK SCS' Board Improves Efforts to Identify the Needs of Center Participants

One in five Delaware County residents is age 60+—and SCS is committed to promoting independent aging for many of them. It is no small task.

To best respond to the diverse needs of seniors, SCS must pinpoint what these needs are. This year, SCS embarked on a critical effort to better understand our senior center participants and better serve them.

How? By collecting and studying data. Reflecting a strong commitment to planning, SCS' Board of Directors is guiding efforts to methodically analyze data and use the studies to inform SCS' approach to center programming.

Spearheaded by Board member Ralph Day, chair of SCS' Program Committee, the project is helping to establish thoughtful, clear guidelines and expectations for center programming.

“SCS must use limited public and private dollars effectively—and data analysis helps SCS demonstrate our impact and our responsiveness to the

needs and wants of those we aim to serve,” says Day.

Working with statistician Stephen Kauffman, MSW, Ph.D., Associate Professor of Social Work at Widener University, Day developed a survey tool to glean information in two areas: 1) who is participating in center activities and his/her level of participation; and 2) the participant's degree of satisfaction with the activities.

“I am lifted at the thought of coming. I'm relaxed when I get here. I have plenty to do all day.”

– Survey response from Senior Center participant

Advisory Council members of each of SCS' four center administered the 33-question anonymous survey. Five hundred and seventy individuals completed the survey. Next, SCS' student interns coded the surveys. Kauffman then analyzed the data and Day presented the findings at SCS' Annual Meeting and then to each

Center's Advisory Council.

To obtain annual benchmark studies, the survey will be administered again in 2014. The surveys complement existing information captured through SCS' swipe-card/touch screen data management system, MySeniorCenter. This system generates demographic profiles, municipality representation, and program participation, which help in setting goals and objectives.

“This data mining not only impacts SCS' mission today but is critical to our future as a nonprofit. The information we extract eliminates guess work in program planning and assessment and keeps us accountable. It guides us to nimbly respond to the ever-changing needs of older adults,” says Day.

“This effort underscores the value SCS places on thorough planning and meaningful collaboration. I am proud to be a part of an agency that continually works to improve its impact on promoting quality of life for older adults,” says Day.

2013 Service Delivery Highlights

- 122,793** Senior Suppers delivered to homebound elderly
- 31,130** Lunches, breakfasts and dinners served through Center-based programs
- 6,997** Senior center participants
- 1,833** Elderly and Caregivers receiving in-home support
- 1,327** Senior Center at Home program visits
- 5,731** 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
- 2,936** Center for Life Long Learning and Center Without Walls class sessions
- 45,650** Volunteer hours dedicated to SCS

Capital Improvements at SCS' Four Nationally Accredited Centers
SCS invested \$55,000 in capital improvements, which included:
upgraded computer laboratory; new furniture; porch beautification and preservation; and installation of an exit door.

“I feel at home and when I exercise I feel much healthier. If I didn't have the center, I'd be lost.”

– Senior Center participant

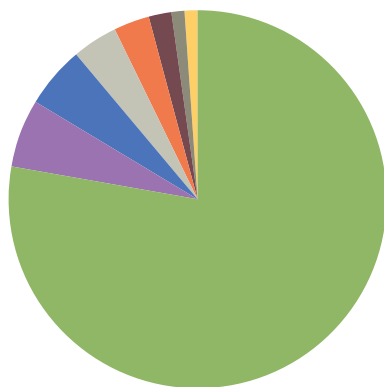


FINANCIAL REPORT

Statement of Financial Position June 30, 2013 and 2012

	2013	2012
ASSETS		
Current Assets	\$ 1,062,543	\$ 1,054,489
Property and Equipment, Net	<u>868,535</u>	<u>915,953</u>
Total Assets	<u><u>\$ 1,931,078</u></u>	<u><u>\$ 1,970,442</u></u>
LIABILITIES		
Current Liabilities	\$ 188,799	\$ 178,106
Long-Term Liabilities	<u>0</u>	<u>0</u>
Total Liabilities	<u>188,799</u>	<u>178,106</u>
NET ASSETS		
Unrestricted Net Assets	1,550,708	1,539,456
Temporarily Restricted Net Assets	186,071	247,380
Permanently Restricted Net Assets	5,500	5,500
Total Net Assets	<u>1,742,279</u>	<u>1,792,336</u>
Total Liabilities and Net Assets	<u><u>\$ 1,931,078</u></u>	<u><u>\$ 1,970,442</u></u>

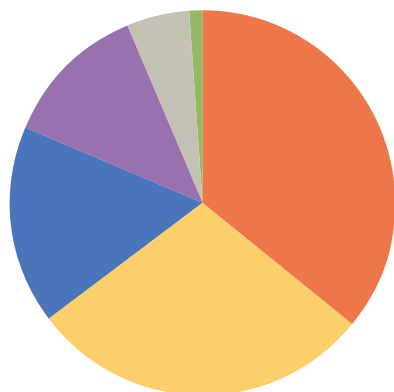
Total Revenue \$3,427,711³



COSA	\$ 2,645,076	77%
United Way ¹	\$ 185,535	6%
Grants ²	\$ 154,201	5%
Management Contracts	\$ 145,565	4%
Program Income	\$ 116,118	3%
Other ³	\$ 71,623	2%
Individual Giving	\$ 56,693	1%
Municipalities	\$ 52,900	1%

- 1 Includes Partner Agency allocations and Donor Choice contributions
 2 Includes foundation and corporate grants (includes \$62,000 released from restrictions)
 3 Includes Investment Income and Senior Services Management Group reimbursements

Total Expenses \$3,416,459⁴



Care Management ¹	\$ 1,306,178	35%
Senior Centers ²	\$ 939,536	28%
Caregiver Support Services	\$ 541,134	16%
Administrative and Support	\$ 420,087	12%
Other Programs/ Services ³	\$ 174,136	5%
Housing Support Services	\$ 35,388	1%

- 1 Includes Care Transition
 2 Includes Center for Life Long Learning and Center Without Walls
 3 Represents APPRISE Health Insurance Counseling, Cognitive Stimulation and Senior Center at Home Programs
 4 Expenses include \$92,199 Depreciation/Amortization allocated among the corresponding program areas

Thank You to Our Family of Supporters

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and Southern New Jersey in Delaware
County
Wawa Charities Fund

SCS Senior Center Fundraising Events

Friendship Circle Dinner, Dance &
Silent Auction
Chester Senior Center 70's Night
Schoolhouse "Sky's The Limit" Dinner
3rd Annual Good Neighbor Legacy
Banquet

2013 Volunteer Recognition

Luncheon Donors

Aetna
Bartash Printing
BeneServ Corporate Benefit Services
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Catania Engineering Associates, Inc.
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Delaware County Office of Services for
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Singer Equipment Company
Stair Ride Company, Inc.
TD Bank
Telecom Strategies, LLC
US Foods
Windows N Walls
Your Neighborhood YARDMAN
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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.



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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

Aging at Home —A Community Network

(484) 534-2201

Caregiver Consultation Service Care Management Program Family Caregiver Support Program Friendship Circle Senior Center Hearing Discovery Center Senior Center at Home Program

1515 Lansdowne Avenue
(on the Mercy Fitzgerald Hospital
campus)
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

**SCS also hosts programs at numerous
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.