



## Resources and Services for Older Adults

# Dialogue and Annual Report to the Community For Fiscal Year 2018-2019 SUMMER 2020

### LIFESPAN AND COVID-19

During the COVID-19 outbreak which began March, 2020, LifeSpan’s doors have remained open to ensure the safety and wellbeing of our older adult population. We have trained on social distancing and have provided masks and gloves to ensure the safety of our older adults and staff. Our agency has pulled together to assist one another in every possible way.

Our Care Management staff has been working diligently getting new consumers signed up for services including Meals on Wheels (MOW). Prior to March 16, 2020, our Meals on Wheels department was servicing roughly 740 seniors daily, currently, we are up to 825 seniors and that number continues to rise. MOW deliveries would not be possible without the help and support of our volunteers and staff.

Our centers in Carnegie, Imperial and McKeesport remain staffed to receive calls from older adults that may need assistance. Center staff conducts wellness calls to center participants twice weekly to ensure safety. Not only are the Center staff making calls, but also helping to deliver the MOW to recipients near the centers. Older adult safety and wellbeing are our priority; we cherish the acknowledgments and recognition of our efforts.

Our Protective Service staff have completed investigations into allegations of elder abuse both in-person and over the phone.

LifeSpan provided participants with 3,752 visits through the Senior Companion Program between July 1, 2018 and June 30, 2019.



### HIGHMARK WALK



LifeSpan participated in the May 2020 Highmark Walk virtually. Our goal was \$10,000.00. LifeSpan raised **\$3,565.00**. All funds raised by LifeSpan, went directly to LifeSpan.

### CASHTOBERFEST

2019’s Cashtoberfest was a huge success. Thank you to everyone for being a sponsor, donating, volunteering, etc. LifeSpan raised **\$14,000.00**.

If you, your family, friends or neighbors have benefited from LifeSpan’s Programs and Resources for Older Adults, please consider making a donation. Donations can be made payable to LifeSpan, Inc. and sent to: 314 East 8th Avenue, Homestead, PA 15120.

Your contribution is greatly appreciated!

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Resources and Services for Older Adults

*The Dialogue* is an annual publication of LifeSpan, Inc. a 501(c)(3) non-profit organization serving older adults and their families. Questions, comments or suggestions should be directed to 412-464-1300 Ext.102.



If you receive this Report to the Community through the U.S. Mail and would rather receive through email, and you will be added to our Electronic Mail List.

Simply send your request to:

[jleech@lifespansa.org](mailto:jleech@lifespansa.org)

Lifespan is funded in part by the Allegheny County Department of Human Services Area Agency on Aging.

[www.alleghenycounty.us/dhs/aaa](http://www.alleghenycounty.us/dhs/aaa)

**AC/AAA Senior Line:**

**412-350-5460**

**Or**

**412-350-4234**

## BOARD OF DIRECTORS 2019-2020

- Carolyn M. Hall**  
President, Executive Committee Chair
- Marygrace Reder**  
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## EXECUTIVE MANAGEMENT TEAM

- Virginia Jurofcik**  
Chief Executive Officer
- Kim Rollinson**  
Center Services Operations Director
- Julia Huber**  
Fiscal Operations Director
- Judy McCrum**  
Meals on Wheels Operations Director
- Michael Dunn**  
Social Services Operations Director

### MISSION

LifeSpan offers resources, programs and services that promote safe, healthy and dignified living.

### VISION

LifeSpan promotes and provides innovative, adult oriented community resources, programs and services for the changing needs of participating individuals and those who care for them.

### PROGRAMS AND SERVICES

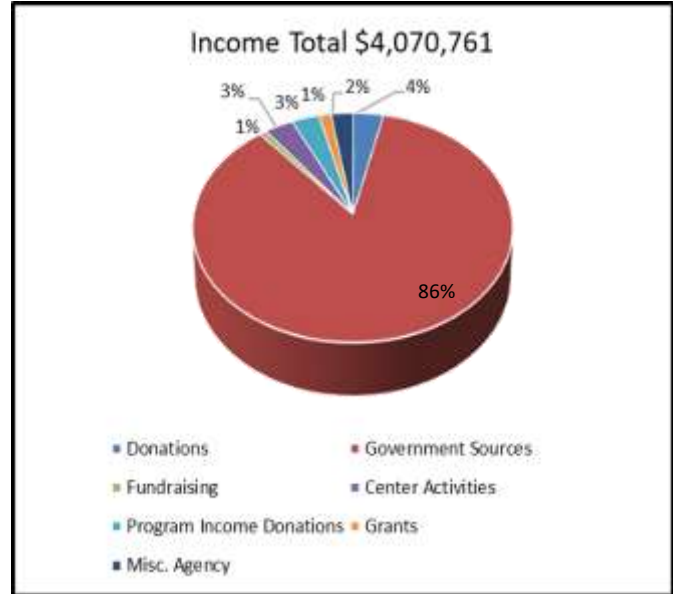
Care Management - Protective Services - Center Services  
Information and Assistance - Family Caregiver Support Program  
Senior Companion Program - Community Outreach  
Volunteer Program - Meals on Wheels - Options Program

**Visit us on the web at [www.lifespansa.org](http://www.lifespansa.org)  
or call your local center.**

**LIFESPAN FINANCIAL HIGHLIGHTS JULY 1, 2018—JUNE 30, 2019**  
**AUDITED FIGURES BY MAHER DUESSEL CERTIFIED PUBLIC ACCOUNTANTS**

**INCOME**

Donations	\$ 141,051
Government Sources	\$ 3,482,216
Fundraising	\$ 32,085
Center Activities	\$ 132,946
Program Income Donations	\$ 126,119
Grants	\$ 56,150
Misc. Agency	<u>\$ 100,194</u>
<b>TOTAL</b>	<b>\$ 4,070,761</b>



**EXPENSES**

Salaries & Benefits	\$ 2,506,196
Occupancy	\$ 515,520
Conferences	\$ 22,428
Contracted Services	\$ 366,436
Depreciation	\$ 112,502
Fundraising	\$ 12,484
Transportation	\$ 162,909
Center Activities	\$ 45,772
Supplies/Minor Equipment	\$ 215,876
Other Operating	<u>\$ 198,049</u>
<b>TOTAL</b>	<b>\$ 4,158,172</b>



## CARE MANAGEMENT PROGRAM - *Successes*

- Care Management (CM) staff assisted a consumer who did not understand the disease process for diabetes. The consumer had been provided information from the doctor and other sources, but was not understanding. The CM staff found a booklet that the consumer understood and the consumer was happy the staff member found the resource.
- CM staff assisted a consumer with special funding for a large concrete project. This project prevented rainwater from coming in the basement through a damaged patio.
- CM staff assisted a consumer with securing a new food stamp card to replace the one the consumer lost. CM staff verified the balance on the card and the consumer was pleasantly surprised to find she did not lose her accumulated benefits.
- CM staff were able to assist several consumers and their families with placement in facilities when the consumer was no longer able to remain at home independently.
- CM staff assisted numerous consumers with applications for higher-level services, housing resources and resource information specific to their situation.
- CM staff delivered space heaters, fans, water and emergency food throughout the year.

LifeSpan's Care Management program provided services to 3,524 consumers between July 1, 2018 and June 30, 2019.

At that time LifeSpan's Care Management staff included 4 Supervisors, 26 Care Managers, and 2 support staff.

### Protective Services

- LifeSpan successfully responded to the Request for Proposal for Protective Services and was awarded a contract that started July 1, 2019.

### Caregiver Support Program (CSP)

A multitude of help was offered to CSP Caregivers by LifeSpan's Care Managers including but not limited to:

- Through a one-time grant, LifeSpan was able to provide caregivers with training on the use of mobile devices and provided them with a tablet to assist with their caregiving responsibilities.
- CM staff provided caregivers with resources on dementia, caregiver respite, self-care and assisted with applications to other programs.
- CM staff assisted a caregiver in selecting an elder-care attorney who could assist with improving the credit score of the consumer. The consumer wanted to move into a new apartment and the individual's credit score was too low.

## Your Donations Go a Long Way - No Amount is Too Small

Contributions to LifeSpan from community groups and individuals are greatly appreciated. Donations, which are tax-deductible to the extent allowed by the law, support programs and services offered to older adults living in the community. Consider a donation to LifeSpan in lieu of flowers for bereavement or "In Memory of a Loved One". These donations are separated from funding received by the Allegheny County Area Agency on Aging. If you wish to make a donation, please designate the program where you wish to apply your donation. Name and address information strictly optional:

Name: \_\_\_\_\_ Address: \_\_\_\_\_

In Memory of \_\_\_\_\_

\_\_\_ Care Management \_\_\_ Center Services \_\_\_ General Agency \_\_\_ Meals on Wheels/Home Delivered Meals

A copy of the official registration and financial information of LifeSpan may be obtained from the Pennsylvania Department of State by calling toll free within PA—1-800-732-0999

## Meals on Wheels

Meals on Wheels (MOW) is a state and federally funded program that provides healthy meals as well as face-to-face health and safety monitoring checks to 850 eligible adults in Allegheny County. LifeSpan has 4 kitchens to service the South Western part of Allegheny County, Homestead, Clairton, Knoxville and Imperial.

Eligible recipients are adults that are sixty (60) years of age or older, a resident of Allegheny County, and have a need for meals.

A suggested donation is requested from the participant to help pay for the packaging and delivery of the meals to the home.

To start the meals, contact the Area Agency on Aging (ACAAA) Senior Line to determine eligibility and get the meals started, 412-350-5460 or 412-350-4235 for after hours, weekends and holidays.

Potential participants should be prepared to complete a short assessment over the phone.

Community Health Choices (Medicaid) or Private Insurance Pay is available for individuals not meeting the ACAA eligibility criteria. Arrangements are made by calling :  
412-464-1300 ext. 133.

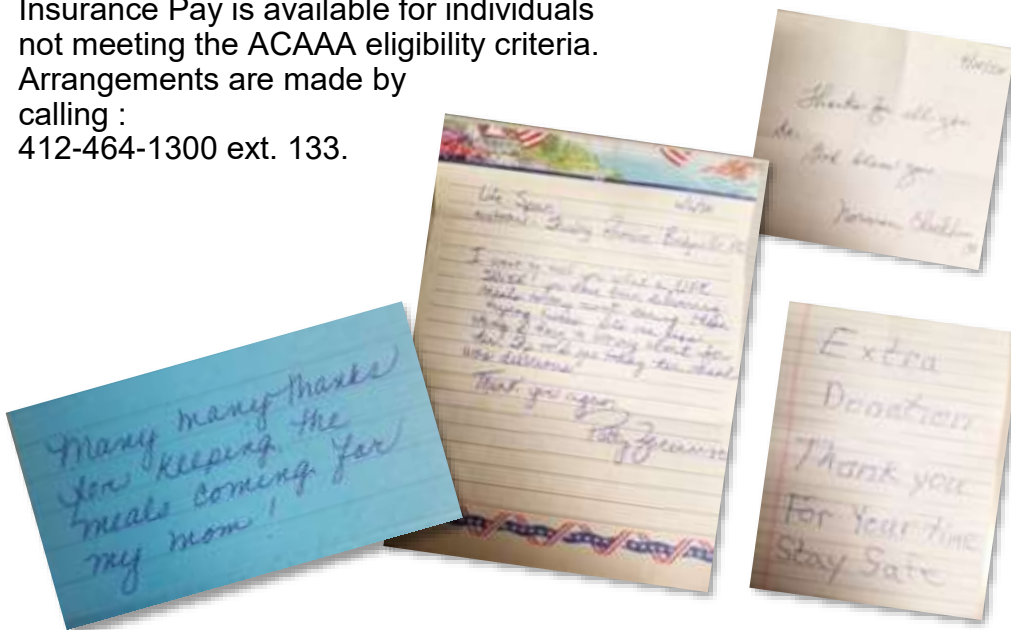
### LifeSpan's Meals on Wheels

Program operates four kitchens and served a total of 164,660 meals to 1,292 individuals between July 1, 2018 and June 30, 2019.

Two meals are delivered on Mondays and Wednesdays and one meal on Fridays, unless more are indicated in an individual's plan.

During COVID-19, LifeSpan's Meals on Wheels Staff continued delivering meals as usual.

The Staff would like to thank our consumers for the kind words during COVID-19.



## 2019 Sweet Holiday Wishes Cookie Campaign



Each year, LifeSpan accepts donations of baked goods to distribute to our Meals on Wheels participants. It has become a tradition which many really look forward to.

In 2019, with your help, we collected and distributed over 7,200 cookies. Each of our 600 participants received a dozen cookies for a total of 600 dozen cookies.

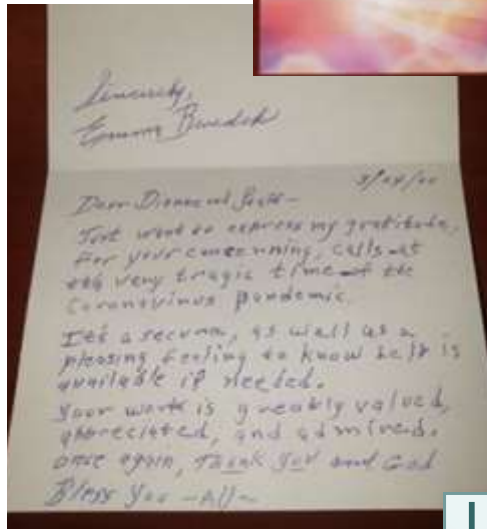
## CENTER SERVICES

- **Bethel Park Community Resource Center for Older Adults** hosted their 3rd Annual Senior Recourse Symposium on Wednesday, May 29<sup>th</sup>, 2019 from 10:00 am - 1:00 pm, at the Bethel Park Community Center located at 5151 Park Ave. Bethel Park, PA 15102. There were 35 vendors that provided different health, educational and exciting information. A free lunch was served and a raffle basket drawing was held. The day was a huge success and enjoyed by all that attended!
- **The Primary Colors Art Guild and LifeSpan's Chartiers Resource Center for Older Adults** holds their Spring Exhibit & Sale every year in May. The group has been meeting at the Chartiers Community Resource Center. Artists of all ages who perform at all skill levels are welcome to join. The mission of the guild is to provide personal growth, enrichment and education to the arts by providing opportunities and experiences through classes, exhibits, programs and demonstrations. Due to COVID-19, the Guild did not hold their exhibit in May 2020.
- **Mon Valley Community Resource Center for Older Adults** held their 3rd Annual Car Show on September 28, 2019 at the Mon Valley Center in Olympia Shopping Center, McKeesport. The Car show was a total success. Over 400 spectators enjoyed over 200 beautiful cars, senior art exhibit and entertainment by radio show hosts Candy and Mike. We sold out of our homemade bake goods and stuffed pepper dinners. Tickets sold for the raffle baskets broke record highs. Thank you all for supporting our center with this wonderful event!!



During COVID-19, LifeSpan's Community Resource Center staff continued to work making wellness calls to consumers and helped Meals on Wheels deliver meals.

Card received from a participant expressing their gratitude for LifeSpan staff calling to check in.



NYC Bus Trip having dinner.



LifeSpan Center Services staff calling participants to check on wellness, food, necessities.

Diane Cole - Mon Valley Community Resource Center  
Tyrone Walker - Clairton Community Resource Center



Chartiers Senior Steppers

### 102 Years Young



Helen Metzer celebrated her 102nd birthday with Family and Friends at LifeSpan Heritage House on December 3rd. Helen enjoyed lunch, cake, and ice cream followed by some games of Bingo.

LifeSpan Center Services operated 7 Community Resource Centers and 3 program extensions serving 17,806 individuals. The Centers served 42,275 congregate meals and provided over 152,765 units of Information and Assistance through their AIRS Certified Specialists and 128 Community Outreach events between July 1, 2018 and June 30, 2019.

**CENTER SERVICES—Community Partners**

*Our sincere thanks for the activities/speakers/resources provided throughout the year.*

- |   |   |
|---|---|
| 412 Food Rescue                             | Giant Eagle                                 |
| Allegheny County District Attorney’s Office | Greater Pittsburgh Literacy Council         |
| Allegheny Intermediate Unit                 | Highmark                                    |
| Amedisys                                    | Home Instead Senior Care                    |
| Arrowood @ Southwestern                     | Jefferson Regional Foundation               |
| Asbury Heights                              | Locust Grove Senior Living                  |
| Atria Senior Living                         | North Fayette Township                      |
| Baldwin Paramedic Rescue                    | Northern Area Multi Services                |
| Baptist Homes Society                       | Panera                                      |
| Brentwood Library                           | Pittsburgh CLO                              |
| Broadmore Senior Living                     | Pittsburgh Cultural Trust                   |
| Carnegie Library—Knoxville                  | Promise Hospice                             |
| Carnegie Library—McKeesport                 | Sandin Home Health Services                 |
| Community College of Allegheny County       | South Hills Community Connect Group         |
| Country Meadows                             | The Greater Pittsburgh Food Bank            |
| Dr. Hughes, Podiatrist                      | The Pines of Mt. Lebanon                    |
| Duquesne University                         | Three Rivers Hospice                        |
| Frick Art & Historical Center               | University of Pittsburgh                    |
| Gallagher Home Health Care                  | UPMC—Living-At-Home/Staying-At-Home Program |



To our numerous center volunteers who show up day after day and help in our centers.

Our volunteers don’t miss a beat—taking lunch orders, helping with special events, serving lunches, cleaning up, offering programs for the participants, calling bingo, folding brochures, preparing outreach bags, conducting tours of our facilities... the list just goes on and on.

LifeSpan is very fortunate to have a great group of volunteers. We can’t thank you enough!





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Homestead, PA 15120  
Phone: 412-464-1300

Fax: 412-461-7118  
TTY: 412-461-0769

Follow us on Facebook and  
Twitter @LifeSpanSvsPA

### Community Resource Centers for Older Adults

**Bethel Park Community Resource Center for Older Adults**  
5151 Park Avenue  
Bethel Park, PA 15102  
412-831-7111  
bethelpark@lifespansa.org

**Chartiers Community Resource Center for Older Adults**  
300 Lincoln Avenue  
Carnegie, PA 15106  
412-276-5056  
chartiers@lifespansa.org

**Heritage House Community Resource Center for Older Adults**  
308 E. 8th Avenue  
Homestead, PA 15120  
412-464-1300 x121  
hhouse@lifespansa.org

**Imperial Community Resource Center for Older Adults**  
540 Penn Lincoln Drive  
Imperial, PA 15126  
724-218-1669  
imperial@lifespansa.org

**Knoxville Community Resource Center for Older Adults**  
320 Brownsville Road  
Pittsburgh, PA 15210  
412-381-6900  
knoxville@lifespansa.org

**Mon-Valley Community Resource Center for Older Adults**  
4313 Walnut Street, Suite 3  
McKeesport, PA 15132  
412-664-5434  
monvalley@lifespansa.org



**Steel Valley Community Resource Center for Older Adults**  
530 Miller Avenue  
Clairton, PA 15025  
412-233-4847  
clairton@lifespansa.org

WE'RE ON THE WEB  
[www.lifespansa.org](http://www.lifespansa.org)



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#118