



facing changes in urban aging

state of the agency • philadelphia corporation for aging

Philadelphia Corporation for Aging is a non-profit organization established in 1973 to serve as the Area Agency on Aging for Philadelphia. Its mission is to improve the quality of life for Philadelphians who are older or who have disabilities and to assist them in achieving optimum levels of health, independence and productivity. PCA receives its funds, in part, from the Older Americans Act, Medical Assistance and the Pennsylvania Lottery all through the Pennsylvania Department of Aging.



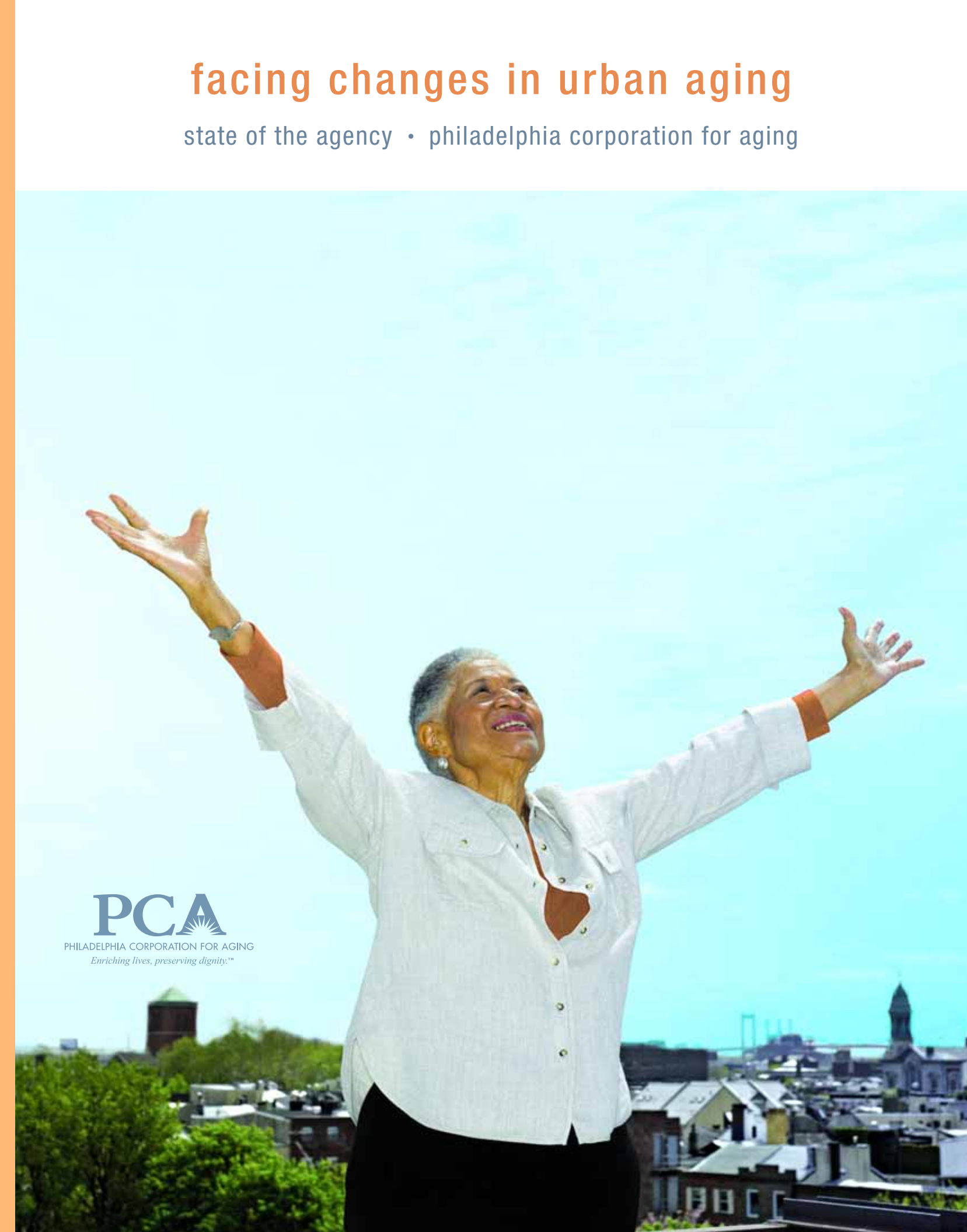
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issued
spring 2006

by the year 2015:

How many older adults will be living in Philadelphia? What will be their ethnic makeup? What proportion of them will be living in poverty? How many will have health issues and disabilities? Will they be more dependent on family caregivers? How will support services need to be modified?

presenting the 2006 PCA state of the agency

Don't take too literally the "2006" on the PCA report you're about to read. For in it you will see not only where the agency is today, but where we expect to be tomorrow.

At one time or another, all of us have wished for the sorcerer's crystal-ball glimpse into a future reality, so we could plan for it before it actually gets here.

The 2015 Report—a Look Ahead at Philadelphia's Aging Population—is our crystal ball.

There was good reason for PCA to conduct this comprehensive research study. Philadelphia, like most U.S. cities, is braced for the aging of the post-war generation. As you might expect, the 2015 Report shows this elderly population increasing. More unexpected are the characteristics that will define them. Seniors will be a much more diverse group—ethnically, racially, economically, and in terms of age, lifestyle, health and well being. They will face unprecedented challenges. They will hope for new opportunities.

Obviously, this is no time for service delivery as usual.

As a primary source in Philadelphia of age-related information, education and advocacy, as the agency charged with identifying older adult needs and providing services to match them, it was incumbent upon PCA to assess future trends in urban aging and plan carefully in response. We are now putting those plans into action.

Special thanks goes to PCA's research team for their exceptional collaborative effort in conducting and analyzing this important study. Not only have they supplied PCA and Philadelphia's entire aging network with a vast amount of actionable data, they have put it in a very human context.

I invite you to read further and learn how some of PCA's current initiatives are already addressing the implications of the 2015 Report.

A handwritten signature in black ink, reading "Rodney D. Williams".

Rodney D. Williams
President

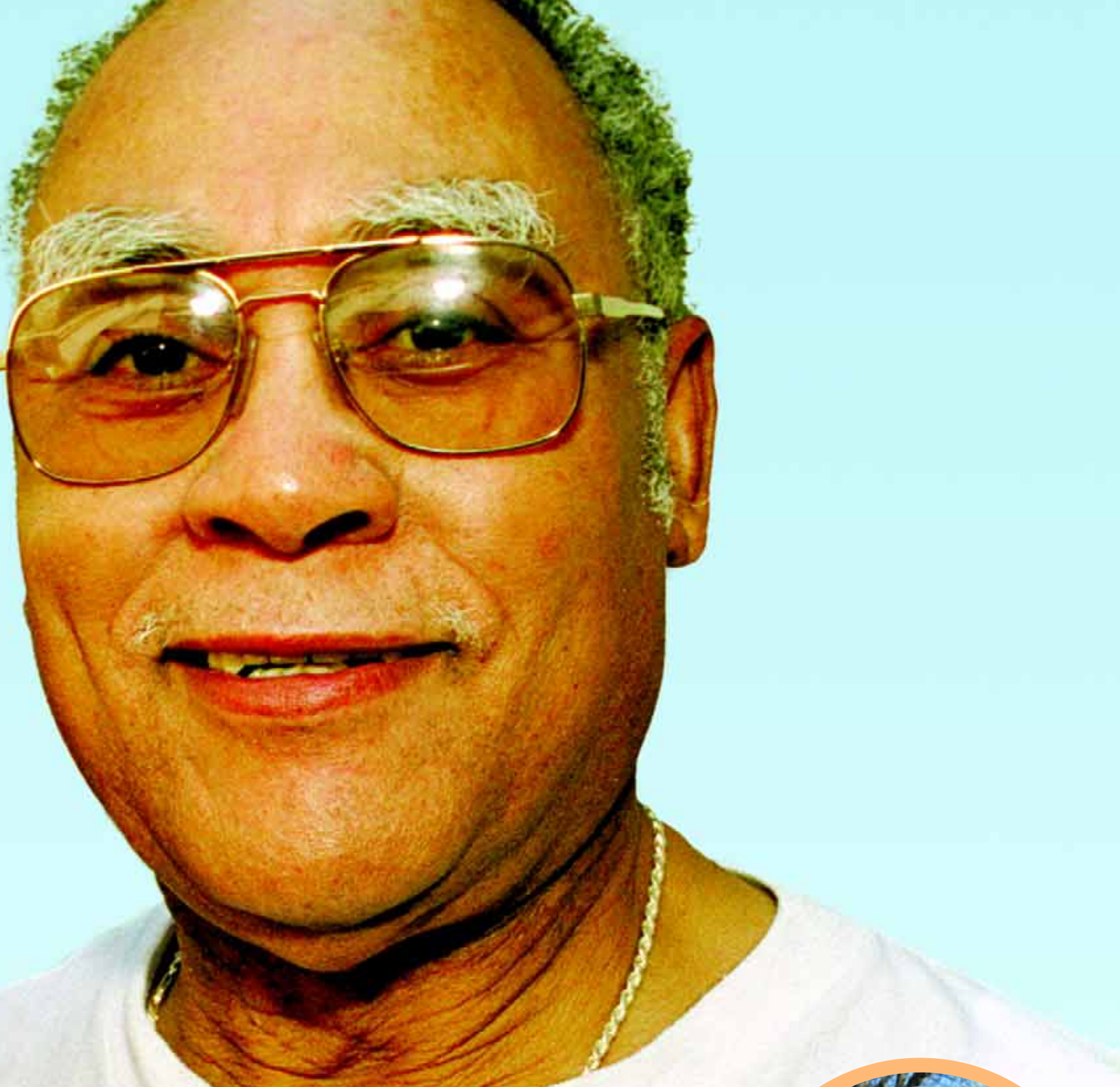




looking ahead, planning ahead

Over the past two years, PCA conducted an in-depth study to reveal what lies ahead for Philadelphia's senior population in the decade to come. The 2015 Report brings into focus the dramatic changes in store for older adults, for the city in which they live and for the society that shares responsibility for their quality of life.

"Facing Changes in Urban Aging" guides PCA in aligning people, programs and resources with rapidly evolving needs. Anticipating change is the first step in managing it. And some of those next steps have already been taken, as the following pages show.



chronic disease self-management program

The 2015 Report revealed that more Philadelphia seniors will be living longer and placing an increasing strain on an already burdened health care system. This realization affirms PCA's decision to test a program designed to help older

2015 FACT

Minority elders, particularly African Americans, bear a disproportionate burden of chronic disease and disability. Empowering them to take control of their own health is our goal.

people manage chronic diseases on their own, and live a better quality of life as independently as possible.

The model for the Chronic Disease Self-Management Program was developed by Stanford University in 1996. It was carefully researched and produced documented results which—given the same protocols—could be replicated. The PCA evidence-based program involved 500 elderly African Americans, an ethnic group more prone to chronic disease and disability: heart and lung disease, arthritis, hypertension and the like. Participants were guided through a 6-week, 15-hour educational process by master-trained, professional and lay course leaders—all of whom struggle with chronic disease themselves. Course topics included coping strategies, behavior modeling, problem solving and decision making. Group members learned how to deal with the frustration, fatigue and pain they face. They learned how to exercise properly, manage their medications, and communicate effectively with family, friends and health care providers. The group's progress throughout the three-year program was closely monitored.

The PCA results were every bit as encouraging as the original Stanford findings. Our participants showed improved health conditions, better symptom management and coping skills, greater self-sufficiency, and less use of health care systems. Program "graduates" were so energized by the group process, they sought PCA's help in organizing a monthly support group to set new goals and explore other resources.

Partnering with PCA in this landmark project were Thomas Jefferson University, the Albert Einstein Health Care Network and Center in the Park, the senior community center that recruited the 500 participants. Federal funding was provided by the Administration on Aging.

The Chronic Disease Self-Management evidence-based program is cause for optimism. PCA will continue to help secure funding for this program.

a hand in her own health

Challenged by a host of medical problems, Kay Hudson was almost totally dependent on others. Enrollment in the Chronic Disease Self-Management program turned her life around. Kay learned self-care skills and relaxation techniques, worked through problems and feelings, built confidence and self-motivation, and now works every day at a senior community center. "For the first time in a long time I felt like somebody, like I wanted to do things," says Kay.





keep seniors warm campaign

As the 2015 Report makes undeniably clear, Philadelphia's elderly poor will grow not only in numbers, but also in their need for assistance. This year's Keep Seniors Warm campaign is evidence that the growing need is already upon us.

2015 FACT

Poverty levels among Philadelphia's elderly are already above the national average and are expected to climb still higher in years to come. Answering their basic needs is a top priority.

Every winter, when temperatures plummet, many seniors find themselves between a rock and a hard place. Fixed incomes don't allow for a sudden spike in heating bills, not when food and medicines are the first priority. Instead, thermometers are pushed lower and coats become standard indoor apparel.

That's where the Emergency Fund steps in. Administered since 1981 by PCA, and guided by a citywide coalition of 21 member organizations, the Emergency Fund provides emergency assistance grants to Philadelphia's most vulnerable, frail and impoverished older adults for basic human needs such as fuel in winter, food, shelter, and medical supplies and prescriptions.

This year, after Gulf Coast hurricanes drove the cost of home heating fuel to record highs, the need was greater than ever. So were PCA's efforts. We used newspaper and radio ads to call attention to this dire situation and to solicit donations to the Emergency Fund. We reached out to the corporate and foundation communities for their support, and we established a dedicated web site to accept donations online and offer heat-saving tips for seniors and information on related resources. A companion educational brochure was also developed.

The response to keepseniorswarm.org was dramatic. Foundations, corporate leaders and individuals opened their hearts and their pocketbooks like never before. At last count, over 300 contributors had donated nearly \$125,000. Most touching of all was the check for \$118 sent in by a group of suburban middle school children who took up a collection. No contribution was more meaningful, or more appreciated.

Our elderly, urban poor will continue to feel the chilling effects of the global energy squeeze and its financial impact. Thanks to keepseniorswarm.org, they can count on PCA and the Emergency Fund to raise their comfort level, and their hopes, in winters to come.

tempering winter's toll

Statistics tell the story. Heating oil up 130 percent. Natural gas up 24 percent. And 120,000 Philadelphia seniors defined as "poor." That combination had the Emergency Fund working overtime this year to provide assistance—often overnight—to those who had no other means of heating their homes. The hundreds of seniors who benefited from keepseniorswarm.org—most of them minorities—foretell the future of our urban population.





seniors celebrate the arts

There is no age limit on creativity. Evidence of this can be seen every May, during Older Americans Month, when PCA sponsors Seniors Celebrate the Arts. This citywide cultural initiative exposes older Philadelphians to art in its many

2015 FACT

Greater diversity among Philadelphia’s senior population in ethnicity, nationality and life experience promises to enrich our collective cultural life and range of artistic expression.

forms, while creating opportunities for them to express their own artistic talents.

Arts-related programs, performances and events are held throughout the month and throughout

the city. Along with the popular visual arts – painting, drawing, ceramics and sculpture – the performing arts are well represented with drama, music, dance and poetry.

Highlighting the celebration are ongoing exhibits by local artists at both The Art Institute of Philadelphia and Philadelphia Senior Center. Last year, PECO, An Exelon Company, the presenting sponsor in partnership with PCA, hosted a luncheon honoring those artists whose work was on display. We also produced a series of striking note cards featuring their original creations.

Seniors Celebrate the Arts has become an annual event that thousands look forward to. And seniors aren’t the only ones who benefit. All who are exposed to the talent and productivity of these accomplished artists find their perceptions of older adults dramatically altered. And when the personal stories come out – of a lifelong passion for art rekindled, or of self-discoveries made through artistic expression – the canvas is made complete.

There is a therapeutic benefit to this program as well. Studies show that involvement in the arts has a positive effect on health and well-being. Our participants are vital, active, contributing members of society who take hold of life and make the most of it. PCA is proud to help give them the opportunity.

creativity proven ageless

Early retirement freed Thelma Segal to pursue her lifelong love of painting. She spent the next decade refining her skills, until an invitation to Seniors Celebrate the Arts inspired her to submit her work. She now exhibits with us every year. “It’s a great opportunity,” says Thelma. “I’ve met so many people who never knew they had artistic talent, and discovered it at a senior community center.”



10



nursing home transition program

Here again, the 2015 Report points to changes in urban aging and the challenges they present. Fresh thinking must be our response to the longer life expectancies of our oldest citizens. PCA's Nursing Home Transition program is just

2015 FACT

The more we value the rights of older adults to make life choices, the more we will foster expanded service options and lower service barriers – the wave of the future of urban aging. such a response. It offers an alternative that can enhance the quality of human life and reduce the reliance on long term care facilities. Given the choice, most nursing home residents

would much rather live at home if at all possible. Trouble is, few know how to exercise that choice. The Nursing Home Transition (NHT) program points the way. NHT assists those who want to return to their communities, either to live by themselves or with family members.

Working closely with each resident, the nursing home and with other agencies, NHT staff develops an action plan and coordinates services to support the individual's re-entry into the community. Support services often include securing housing, making home modifications, bolstering independent living skills and providing health services. Once residents make the transition, we continue care management support as needed to ensure their success.

PCA is now working with an active caseload of 130 nursing home residents who have shown a desire to move back into the community. To date, at least 55 have already made the transition. The change of residence often inspires a change of attitude. Many returnees have become active in their residential communities, in neighborhood groups and at senior community centers.

The Nursing Home Transition program is one aspect of Community Choice, a wide-ranging initiative of the Governor's Office of Health Care Reform intended to make service delivery to older adults and people with disabilities more direct and more effective. It is jointly funded by that Office, the Pennsylvania Department of Welfare and the Pennsylvania Department of Aging.

Through programs like NHT, PCA will continue the shift toward the delivery of care in settings people choose for themselves. And restore much-needed balance to the long term care system in Philadelphia.

a way back to community life

Surgical complications had left Jacqueline Sellars partially paralyzed and confined to a nursing home. After a painful year of rehab and isolation, with no way to return to her family, Jacqueline was deeply depressed. PCA learned of her plight and took action. They found a disability-modified apartment, paid for her move, and arranged for ongoing care in and out of her home. "Without them," says a grateful Jacqueline, "I would never have made it back."



community programs and services

Coordinating and managing a broad range of community services and programs is one of PCA's most vital functions. From senior community centers to employment programs, from mental health intervention to transportation assistance, these programs all have one element in common—the opportunity to add value and enrich the lives of so many of Philadelphia's elderly citizens. As part of that process, PCA is using the findings of the 2015 Report to help ensure that the right services continue to reach the right people in the right way.

legal services

Last year, personal legal counseling as well as educational services were offered to over **3,900** older Philadelphians who received more than **17,600** hours of subcontracted legal services.

center-based mental health services

PCA funds and subcontracts mental health counseling, support groups and staff consultation at funded senior

community centers in South Philadelphia. Last year, senior consumers received about **350** hours of individual therapy sessions and participated in a variety of seminars.

congregate meal program

Through this program a daily hot luncheon is provided, generally five days a week, to people coming to PCA-funded senior community centers and meal satellite programs. Meals are served in a group setting to encourage socialization. Last year, nearly **600,000** meals were served.

senior companion program (SCP)

SCP creates volunteer opportunities for low-income persons aged 60 and over, and trains them to provide one-to-one help and companionship for frail older adults. Last year, companions were matched with **339** homebound persons needing friendly visits and help with tasks.

health promotion

The PrimeTime Health Promotion Program is part of a statewide initiative that empowers older adults to adopt safe, healthy lifestyles, and reduce their risk of dependence, disability and illness. Last year, we served over **8,800** older adults through **13** different programs, including over **5,000** homebound consumers who received MedReview educational materials.

senior community centers

PCA funded **26** multi-purpose senior centers and **17** satellite meal sites last year, reaching over **24,500** older Philadelphians seeking socialization, recreation, health information, education, meals, counseling and more. Center participants also contributed approximately **150,000** hours of volunteer service.

retired and senior volunteer program (RSVP)

RSVP recruits older adult volunteers aged 55 and over, and assigns them to any of **50** non-profit programs that serve as volunteer stations throughout the city. The volunteers assist in meeting vital community needs.

transportation

Seniors this past year were provided with over **444,000** one-way rides to senior community centers, adult day services, medical appointments and shopping through the Shared Ride Program. Through the same program, the Attendant Transportation Service (ATS) provided **93,838** transfers (door-through-door and upper floor assistance) to eligible older adults with disabilities.

employment programs

PCA provides Philadelphia seniors with job counseling through subcontracted agencies, access to training and work placement. Last year, approximately **1,450** persons aged 55-plus were assisted with job-related services. PCA also coordinates the Mature Workers Task Force, a coalition of agencies that provides employment and training services for older workers.





care at home services

Each year, thousands of Philadelphia's elderly and adults with disabilities receive home-based support services through PCA and its participating and certified provider organizations. Many of these people need help with activities of daily living so they can continue to live safely and comfortably at home or with others in the community. Armed with the knowledge gleaned from the 2015 Report, PCA has gained a fuller understanding of the many changes older adults and their service providers will face in the coming years. The ability to anticipate these changes is the key to adapting to them.

domiciliary care

The Dom Care program matches individuals aged 18 or older who require some help with activities of daily living, with supportive living arrangements in private homes. Last year, **171** certified Dom Care home providers offered room, board and daily assistance to **184** people.

home-delivered meal program

Through PCA's centralized meal distribution center, **9,122** older Philadelphians received over **2.2 million** hot or frozen meals last year.

long term care assessment (LTCA)

LTCA is PCA's central point of assessment for all long term care services. For each individual aged 18 or older, a

comprehensive clinical assessment is made to determine the appropriate level and locus of care. Consumers and their families are provided with information and counseled so they can make an informed decision about supplement services that would best maximize their independence and quality of life in the community. Last year, LTCA completed **14,600** assessments.

long term care options (LTCO)

The LTCO department offers a variety of services delivered in the home, so that the frail elderly who meet eligibility requirements may continue to live independently in the community. Under LTCO, about **10,000** consumers each year receive care management and, as needed, an array of services delivered primarily by PCA's network of providers.



care at home services (continued)

family caregiver support program (FCSP)

Realizing that unpaid caregivers shoulder an enormous responsibility at a great expense to their own emotional and physical well being, the FCSP helps design care plans, provides information and even offers some financial reimbursement for related purchases not covered by insurance. Last year, **900** caregivers were served by this program.

in-home support program (IHSP)

IHSP serves older adults 60-plus who are temporarily homebound and in need of early intervention and prevention services to avoid or postpone the need for long term care. Last year, **3,954** consumers were served by this program.

nursing home transition program (NHT)

NHT provides assistance to residents of nursing homes who wish to return to community living. Specialized NHT staff work with residents to coordinate services, locate and establish housing, and assist with the transition back to community living. PCA's NHT assisted **55** individuals in returning to the community since the program began in the spring of 2004.

older adult protective services (OAPS)

OAPS conducts over **2,000** investigations annually in response to reports of elder abuse including neglect, abandonment and financial exploitation. To help protect at-risk older Philadelphians, PCA utilizes investigation, legal intervention, crisis intervention, assessment and appropriate in-home services.

other programs and services

APPRISE

APPRISE is the State Health Insurance Assistance Program for Pennsylvanians aged 60 and over. PCA coordinates the APPRISE program for older Philadelphians through three local organizations. Last year, specially trained counselors assisted over **24,000** people.

housing department

PCA provides repairs to the homes of older people and modifications to the homes of people with disabilities regardless of age. Through the Senior Housing Assistance Repair Program **750** jobs were completed last year. An additional **1,208** projects were done for a total of **1,958** completed jobs, the vast majority of which served individual households.

ombudsman program

This program advocates on behalf of consumers in over **396** personal care, nursing home and domiciliary care homes, and adult day centers, which serve approximately **13,000** consumers throughout Philadelphia. Last year, through contracts with community agencies, we assisted people with more than **800** complaints, made **360** quality assurance facility visits, and provided over **1,000** consultations to individuals, families and providers.

pca helpline call center

Our dedicated Helpline Information Specialists answered **103,341** calls helping connect or refer callers to programs, services and resources. This past year, the Helpline processed **18,021** requests for long term care services, **2,408** requests for housing services, **1,914** reports for protective services and **1,033** calls to PCA's Helpline.

financial summary

year ended june 30, 2005 (with comparative totals for 2004)

	unrestricted	temporarily restricted	totals - 2005	totals - 2004
public support:				
Federal, state and city grants	\$91,672,211	—	\$91,672,211	\$87,870,138
Local contributions	142,622	—	142,622	132,804
revenue:				
In-kind contributions	159,380	—	159,380	189,128
Client revenues	1,639,817	—	1,639,817	1,477,381
Foundation and other revenues	781,923	107,051	888,974	1,192,984
Revenue from building operations	935,824	—	935,824	900,337
Interest income	199,803	—	199,803	98,152
Net assets released from restriction	117,803	(117,803)	—	—
total public support and revenue	95,649,383	(10,752)	95,638,631	91,860,924
expenses:				
Adult day care	985,953	—	985,953	919,652
Assessment	8,121,215	—	8,121,215	8,815,220
Attendant care	973,187	—	973,187	883,756
Care management	23,029,321	—	23,029,321	19,311,013
Congregate meals	4,678,498	—	4,678,498	5,105,832
Consumer reimbursement	2,739,570	—	2,739,570	2,572,148
Counseling	64,145	—	64,145	45,109
Discretionary services	519,498	—	519,498	481,741
Domiciliary care services	297,741	—	297,741	339,694
Employment services	1,250,657	—	1,250,657	1,378,881
Environmental modifications	6,413,914	—	6,413,914	6,469,135
Equipment, supplies	676,636	—	676,636	369,558
Guardianship	80,230	—	80,230	221,348
Home delivered meals	8,897,571	—	8,897,571	7,590,346
Home health services	194,137	—	194,137	244,776
Home support	795,839	—	795,839	467,870
In-Home support - Brief Services	2,382,275	—	2,382,275	2,367,152
Information and referral	2,797,609	—	2,797,609	3,077,106
Legal assistance	398,292	—	398,292	457,565
Ombudsman	498,909	—	498,909	505,699
Overnight shelter/supervision	4,757	—	4,757	13,573
Passenger transportation	3,176,737	—	3,176,737	3,247,493
Personal assistance services	730,091	—	730,091	440,664
Personal care	11,132,229	—	11,132,229	10,357,353
Professional evaluations	81,070	—	81,070	79,337
Protective services	2,196,497	—	2,196,497	1,327,866
Senior community center services	6,317,022	—	6,317,022	6,843,004
Senior companion services	396,163	—	396,163	404,988
Transportation attendant	905,767	—	905,767	724,244
Volunteer services	287,344	—	287,344	299,001
Waiver provider certification	700,359	—	700,359	633,088
total program services	91,723,233	—	91,723,233	85,994,212
support services: administration	4,963,327	—	4,963,327	5,240,202
total expenses	96,686,560	—	96,686,560	91,234,414
change in net assets	(\$1,037,177)	(\$10,752)	(\$1,047,929)	\$626,510

20

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grants

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Office of Mental Health and Mental Retardation

The Commonwealth of Pennsylvania

The Corporation for National Service

U.S. Department of Agriculture

U.S. Department of Health & Human Services

U.S. Department of Housing & Urban Development

U. S Department of Labor

“change is the law of life. and those who look only to the past or present are certain to miss the future.”

~ john f. kennedy

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Shirley D. Cohen

Robert M. Cohn

Veda E. Coleman

Martha E. Colter

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