Enriching lives, preserving dignity

STATE OF THE AGENCY
2016-2017

PCA
PHILADELPHIA CORPORATION FOR AGING
Enriching lives, preserving dignity.™

TABLE OF CONTENTS

Letter from the President 1
Our Mission 2
Providing Information and Services 3
Care in the Home 5
- Long Term Care Assessment 6
- Long Term Care Options 6
- In-Home Support Program 7
- Nursing Home Transition 7
- Domiciliary or "Dom" Care Program 7
- Veteran Directed Home- and Community-based Services . . . 7

Protecting the Most Vulnerable 8
- Ombudsman Program 8
- PCA's Older Adult Protective Services 8
- The Emergency Fund for Older Philadelphians 8

Home Modifications & Repairs 9
Supporting Independent Living 10
- Senior Community Centers 11
- PrimeTime Health 11
- Employment Programs 11
- APPRISE 12
- Legal Services 12
- The Senior Companion Program. 12
- Transportation Services 12
- The Caregiver Support Program 13
- Adult Day Centers 13

Nutrition 14-15
Outreach and Education 16
- Community Relations 17
- Legislative Liaison 17
- Planning and Development 17

Funding 18
Governance and Administration 23
Financials 24

The programs and services coordinated through PCA touch the lives of more than 140,000 people a year.

A LETTER FROM PRESIDENT AND CEO HOLLY LANGE

Since its founding in 1973, Philadelphia Corporation for Aging (PCA) has proved itself flexible and innovative in fulfilling its mission: to improve the quality of life for older and disabled Philadelphians and to assist them in achieving the greatest possible levels of health, independence and productivity. Each decade has brought new programs, as well as changes to existing services, and PCA has risen to each challenge.

One of the first PCA services, started in 1974, was to provide nutritious meals to seniors five days a week through a network of 13 nutrition sites. Today, meals are served at senior centers and satellite meal sites throughout the city that also provide an array of other services. We also established a call center in 1974 to provide information and referral for services; it received 6,000 calls that first year. Last year, the PCA Helpline fielded 134,000 calls.

In 1974, we piloted a program of home-delivered meals that has proven to be one of our most important services, helping us to combat hunger among our most vulnerable senior citizens. The same year, we started the Homemaker Assistance program, which provided meal preparation, food shopping and personal care – efforts that would evolve into PCA's long-term care program. Those early initiatives launched what has become one of our primary objectives: to help people age in place, in the community, and remain as independent as possible for as long as possible.

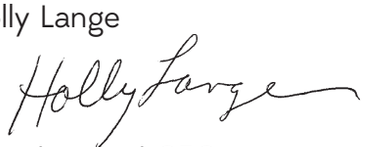
Over the past four decades, PCA has evolved a wide array of programs and services to improve the lives of older Philadelphians and those with disabilities. In addition to meals and care at home, these efforts include protective services, transportation, home repairs and modifications, insurance counseling, legal assistance, and volunteer and employment programs. In addition to meals, senior centers funded by PCA provide social services, health information, exercise programs and socialization.

Many external factors, including research, funding, regulation and population characteristics, impact our work, compelling us to adapt and change. While the aging population and the need for services is growing, funding from federal and state government has not kept pace. To address this disparity, PCA launched the Philadelphia Fund for Seniors, a fundraising initiative aimed at providing a firm foundation to support the crucial work we do.

In the past five years, we have also experienced unprecedented change as a result of legislative or regulatory mandates at the state and federal levels. Regulatory changes have impacted how seniors are enrolled to receive services, how services are delivered and, in some cases, what services are available. More change is anticipated in the next year as the state shifts to a system that combines the provision of health care with that of social services, both of which will be administered through managed care organizations.

These changes will be challenging, but PCA will adapt to preserve the quality of and access to services for older adults in Philadelphia as we continue to dedicate ourselves to the fulfillment of our mission.

Holly Lange



President and CEO,
Philadelphia Corporation for Aging

OUR MISSION

Founded in 1973, Philadelphia Corporation for Aging (PCA) is the fourth-largest in a nationwide network of Area Agencies on Aging (AAAs) and the largest in Pennsylvania. Brought into being by the federal Older Americans Act, these AAAs are mandated to "facilitate the area-wide development and implementation of a comprehensive, coordinated system for providing long-term care in home- and community-based settings, in a manner responsive to the needs and preferences of older individuals and their family caregivers."

In fulfillment of our mission, PCA coordinates a broad range of services that help older and disabled Philadelphians live as independently as possible. Some services are provided directly by PCA; others are funded through PCA and provided by more than 200 other providers, vendors and community organizations.

OUR MISSION: To improve the quality of life for older and disabled Philadelphians and to assist them in achieving the greatest possible levels of health, independence and productivity.

PROVIDING INFORMATION AND SERVICES

The PCA Helpline

The PCA Helpline at 215-765-9040 is the one number for older and disabled Philadelphians and those who care for them to call when they are looking for services or information. The Helpline receives about 570 calls a day; 23 intake specialists stand ready to take those calls. Helpline staff schedule assessments for PCA home-care services, line up Attendant Transportation Service rides, create reports of need for older adult protective services, enter requests for home repairs and administer aid for the Emergency Fund for Older Philadelphians.

In FY 2016, the Helpline staff answered 134,000 calls, providing information, scheduling assessments and connecting callers with programs and services.

When the National Weather Service declares an excessive heat warning for Philadelphia, the Helpline becomes the city's Heatline. During a Heatline, the Helpline call center stays open until midnight and on weekends to handle Heatline calls from people seeking information about cooling centers, recognizing heat stress, and other heat-related concerns.

The PCA Helpline is available at 215-765-9040 (or toll-free from outside Philadelphai at 888-482-9060) from 8:30 a.m. to 5 p.m. weekdays, but reports of elder abuse can be made 24/7.

The PCA website: pcaCares.org

PCA's website, pcaCares.org, includes access to information about more than 1,300 senior-serving organizations, a service needs checklist that helps seniors or caregivers determine their needs and what help is available, and an online referral form so both professionals and seniors can request assistance and receive a call from PCA within the next business day.

In FY 2016, PCA received 6,459 referrals for service through its website at pcaCares.org.

Milestones newspaper

The award-winning Milestones monthly newspaper provides a wide range of information for seniors, caregivers and aging-services professionals. Distributed at more than 850 sites throughout Philadelphia, Milestones features profiles of area seniors; covers topics including health, finances, and the arts; and educates readers about PCA programs.

In FY 2016, 62,500 copies of Milestones newspaper were read each month by more than 163,000 Philadelphia seniors.

Electronic newsletters

The News Bulletin, a weekday electronic newsletter, delivers information about trainings, legislative developments and other news to aging-services professionals.

The Milestones e-news, a weekly electronic newsletter, provides seniors with highlights from Milestones newspaper, along with aging-related news and events.

To subscribe to PCA's electronic newsletters, visit pcaCares.org and scroll to near the bottom of the page.

CARE IN THE HOME

Last year, PCA's long-term care services enabled 24,700 seniors to remain in their homes, in the community, rather than moving to an institutional setting.

LONG TERM CARE ASSESSMENT

When a person is referred to PCA for services, Long Term Care Assessment (LTCA) assigns an assessment worker to visit the person's home. That worker performs an assessment to determine the person's eligibility for services, what services are appropriate and where they should be provided.

In FY 2016, Long Term Care Assessment conducted 33,374 assessments of people referred to PCA for services.

The assessment takes into account all facets of the person's life, including medical condition, environment, financial resources, support systems, cognitive function, ability to carry out activities of daily living and individual strengths. The assessor determines the appropriate level of care and counsels the individual and family in making decisions about what services best meet their needs.

Each of the 65 assessment workers on PCA's staff performs six to 12 assessments per week.

LONG TERM CARE OPTIONS

When a person has been determined to be eligible for services, Long Term Care Options (LTCO) assigns him or her a service coordinator who works with the participant and/or caregiver to create an individualized care plan. There are 208 service coordinators on PCA's staff. Each is responsible for 60 to 80 cases. Participants may receive some or all of the following services, based on need:

In FY 2016, 17,038 older Philadelphians received service coordination or care management through Pennsylvania's Aging Waiver program, funded through the Department of Human Services, or the state's OPTIONS program, funded by the Pennsylvania Lottery.

Adult daily living services • community transition services • companion services • counseling services • home modifications • financial management services • home-delivered meals • home health services • home support services • non-medical transportation services • participant-directed goods and services • participant-directed community supports • personal assistance services • personal care services • personal emergency response system • respite services • specialized medical equipment and supplies • telecare

There are two primary options for service through PCA: Pennsylvania's Aging Waiver program, funded through the Department of Human Services; or the state's OPTIONS program, funded by the Pennsylvania Lottery. Both require the person to be a Philadelphia resident 60 or older. Waiver services are provided at no charge. To qualify, the person must need a nursing-home level of care and meet income and asset requirements. Those who do not qualify for Waiver, either financially or in terms of care needed, may be eligible to receive services through OPTIONS on a sliding payment scale based on income.

The In-Home Support Program

The In-Home Support Program (IHSP) provides a short-term solution for people who need extra help due to a temporary setback such as a surgery, an injury or a serious medical condition that has impaired their independence. Services include shopping, housekeeping, home-delivered meals, transportation and other care. IHSP is administered by one of five organizations, depending on location:

- North City Congress (North Philadelphia)
- KleinLife (Northeast Philadelphia)
- Center in the Park (Northwest Philadelphia)
- Lutheran Children and Family Service (West Philadelphia)
- Catholic Health Care Services (South Philadelphia)

In FY 2016, 3,071 seniors received assistance through the In-Home Support Program.

"When one reaches my age and has to be dependent physically and financially, it is comforting to know that there are organizations that can help restore some dignity for seniors. This care has uplifted my spirits."

- Mrs. H., 95, In-Home Support Program participant

Nursing Home Transition

Nursing Home Transition (NHT) can help seniors return to community living after spending time in a nursing home. Loss of mobility due to an injury or illness may lead one to needing nursing-home help with basic activities such as dressing, bathing and otherwise caring for oneself. But in many cases, with the right services and care planning, it's possible for an individual to move from a nursing home back into the community. The NHT staff locates and establishes housing, coordinates services and helps the person reclaim independence upon returning to community living.

Nursing Home Transition helped 87 individuals return to community living in FY 2016.

The Domiciliary or 'Dom' Care Program

For adults who cannot live on their own but who wish to live as independently as possible, The Domiciliary or "Dom" Care Program provides caring foster homes. Residents are matched carefully with providers, who are screened and trained before placements are made. Dom Care providers offer a warm and encouraging family environment and assist residents with their daily needs, including food, laundry, personal hygiene and medication. Some individuals have lived in the same home for more than 20 years.

There were 266 people living in Dom Care homes in FY 2016. During the year, 18 new homes were certified.

"For those who don't have anyone, the Dom Care Program is a blessing."

- Barbara Hough, Dom Care provider

Veteran Directed Home- and Community-Based Services

Veteran Directed Home- and Community-Based Services (VDHCBS) provides needed support for those who served in the U.S. Armed Forces through a partnership between the Veterans Administration Medical Center and Area Agencies on Aging in Southeast Pennsylvania, led by PCA. Eligible veterans can hire a family member or friend to provide personal care assistance so they can remain at home.

Twenty veterans ranging from 42 to 93 received services through Veteran Directed Home- and Community-Based Services in FY 2016.

PROTECTING THE MOST VULNERABLE

The Ombudsmen Program

Ombudsmen give those living in long-term care settings a voice in their own care. Often, such individuals are unable or unwilling to advocate for themselves. Sixty percent of those in long-term care facilities do not have family or friends who visit. Ombudsman staff and volunteers visit and advocate for residents in long-term care settings, inform them of their rights, and investigate complaints against the care facilities. PCA contracts with two organizations to provide these services:

- Center for Advocacy for the Rights and Interests of the Elderly (CARIE)
- Center in the Park

In FY 2016, ombudsmen were responsible for advocating for the residents of 323 facilities with a total of 14,330 beds and completed 1,273 facility visits. Ombudsmen received 275 complaints about long-term care facilities and provided information and consultation to 987 individuals and providers.

Older Adult Protective Services

Older Adult Protective Services investigates reports of suspected abuse, neglect and financial exploitation. Abuse of older adults is one of the most under-recognized and under-reported social problems in the United States. Abusers are often caregivers, family members or others upon whom the senior is dependent. They may be the senior's only source of support, making the victim unwilling or unable to seek help. Other older adults may be too embarrassed, intimidated or confused to get the assistance they need.

Anyone can report elder neglect or abuse, 24/7, by calling the PCA Helpline at 215-765-9040 (or, toll-free from outside Philadelphia at 888-482-9060).

In FY 2016, PCA received 3,262 reports to Older Adult Protective Services of suspected abuse, neglect and financial exploitation of seniors and 689 reports *for individuals 18 to 59. (Requests for those under 60 are referred to another agency designated by the state.)*

The Emergency Fund for Older Philadelphians

The Emergency Fund for Older Philadelphians provides crisis assistance to adults 60 and older whose incomes are within 175 percent of the federal poverty rate and who have exhausted all other resources. Administered by PCA, the fund is guided and supported by a coalition of more than 20 community-based organizations

In FY 2016, 1,373 senior households received $126,884 in assistance through the Emergency Fund. Of that amount, 51 percent was for home heating oil and utilities; 28 percent was for general needs, including medical expenses; and 21 percent was for food.

HOME MODIFICATIONS AND REPAIRS

Safe and secure housing is crucial to an older person's ability to live at home and remain independent. PCA's Housing Department provides two programs to support those efforts. Through the Senior Housing Assistance Repair Program (SHARP), modifications can be made to help make a home safer and more accessible, including installing grab bars, tub seats, intercom systems and stair railings. In addition, Other Housing Services (OHS) supports the Waiver, OPTIONS and Caregiver Support programs by providing bath or shower modifications and installing interior and exterior stair glides, wheelchair lifts, half bathrooms, window air conditioners and wrought iron railings.

PCA's Housing Department completed 1,189 home modifications and repairs designed to make homes safer and more accessible in FY 2016.

"The work completed has by-and-large positively affected the quality of living in my home in terms of safety, comfort and security."

- Senior Housing Assistance Repair Program participant

SUPPORTING INDEPENDENT LIVING

PCA provides or contracts for a broad range of services to meet older adults' varying needs, from senior community centers for active elders to a companionship program for homebound individuals.

Senior community centers

Social connections, meaningful activities and good health are among the elements essential for well-being throughout the lifespan. Senior community centers support all three. The centers are a lifeline for older Philadelphians, providing a broad range of services, programs and information. All across the city, seniors gather at centers to participate in exercise classes, learn how to use an iPad or computer, take up a new language, pursue an interest in art, or just get together with others for a friendly game of cards or billiards.

In FY 2016, PCA provided support for 22 senior community centers and eight satellite meal sites. Throughout the year, more than 18,000 seniors participated in programs and received services at these centers.

Centers also provide important supports such as help with benefits and entitlements, health screenings, social services, counseling and referrals to other services.

"You feel like it's extended family. That is my life raft. If I suddenly couldn't go there, I don't know what I'd be doing."

- Leigh Gresham, member, the Center at Journey's Way

Five days a week, a nutritious and tasty lunch is served at senior community centers and satellite meal sites throughout the city; for many seniors, it is the heartiest meal of the day.

PCA administers two centers: Southwest Senior Center and Older Adult Sunshine Center.

PrimeTime Health

PrimeTime Health is among the health promotion programs provided through PCA. It provides evidence-based programs that give seniors information, skill-building and screenings to help reduce their risk of disability and illness and to help them manage chronic illnesses. PCA also provides health and wellness programming to educate participants about how to stay healthy and recognize and avoid illness.

In FY 2016, 19,500 older adults were served through 22 health promotion programs.

Programs take place at senior centers, senior housing facilities, faith-based centers and other community locations.

Employment programs

Employment programs help older workers facing the challenges of finding or changing jobs in today's technology-driven labor market, assist individuals with deciding how long to work, and expose older adults to full- and part-time employment opportunities. PCA provides funding for two such programs:

In FY 2016, PCA-funded employment programs assisted 3,470 Philadelphians 55 and older.

- JEVS Career Solutions for 55+ offers a workshop series, access to a Computer Resource Center, access to job leads, instruction on using the internet for a job search, resumé assistance, interview preparation and employment seminars.

- The Mayor's Commission on Aging administers the federally funded Senior Community Services Employment Program (SCSEP), which provides job training and employment assistance to those 55 and older and places applicants in subsidized employment 20 hours per week with nonprofit and public agencies to acquire valuable skills and experience. The program's goal is for job training experience to lead to permanent employment.

APPRISE

APPRISE is Pennsylvania's state health insurance assistance program, also known as SHIP. It provides counseling to individuals 60 and older, and Medicare beneficiaries of all ages, on Medicare, Medicaid, PACE, PACENET, veterans' benefits, and drug manufacturers' assistance programs. PCA contracts with three agencies to provide these services:

- Albert Einstein Medical Center's Premier Years Program
- Mayor's Commission on Aging
- Center for Advocacy for the Rights and Interests of the Elderly (CARIE)

In FY 2016, 6,757 older adults and people with disabilities received APPRISE counseling related to health insurance.

The Senior Companion Program

Senior Companions are select volunteers who are matched with homebound individuals in need of companionship and assistance. PCA administers the Senior Companion Program, which is funded by the federal Corporation for National and Community Service. Through the program, low-income senior volunteers receive a small stipend in return for their service.

In FY 2016, 79 Senior Companions provided 49,555 volunteer hours to 123 homebound individuals.

Transportation Services

Transportation is essential to maintaining independence. It can become challenging as individuals age and are either unable to drive or cannot afford a car.

PCA contracts with SEPTA for CCT Connect Shared Ride, a program that serves seniors who are unable to take fixed-route transportation such as trains and buses. Shared Ride provides door-to-door transportation for registered users 65 and older. The cost of a ride is shared between the state lottery, which pays 85 percent of the fare, and the individual, who pays 15 percent. PCA covers the 15 percent cost for many participants in PCA-funded programs for transportation to senior centers, medical appointments, adult day centers and essential shopping.

In FY 2016, CCT Connect Shared Ride provided 352,593 one-way rides for 4,200 individuals.

"I'd like to commend the CCT Connect drivers for consistent professionalism and unwavering compassion."

-Carlos Fernandez, CCT Connect Shared Ride user

Transportation for those with greater needs:

PCA's Attendant Transportation Service serves people who need door-through-door service and upper-floor assistance to get to a shared ride vehicle. This service provides an attendant who is trained in assisting older adults with special needs who have no other transportation options. The attendant's role supplements, but does not replace, that of an informal or professional aide who may accompany an older person to his or her destination. Reservations are made through the Helpline. Priority is given to medical trips.

In FY 2016, PCA's Attendant Transportation Service provided 65,864 door-through-door transfers and gave upper-floor assistance to 340 individuals.

Legal Services

Legal services are provided through subcontracts with three agencies that help seniors with legal issues and concerns, such as wills, benefits, taxes and landlord-tenant disputes:

- Community Legal Services – Aging and Disabilities Unit
- SeniorLAW Center
- Temple Elderly Law Project

In FY 2016, 4,202 older Philadelphians received 15,864 hours of legal services through PCA-supported programs.

The Caregiver Support Program

The Caregiver Support Program (CSP) helps families, friends, neighbors and domestic partners who are caring for their loved ones at home. More than half of caregivers for older adults are age 50-plus, and the stress of caregiving can lead them to neglect their own health. The CSP links caregivers to education and services that facilitate self-care and skill-building and provide much-needed support. Assistance can also include care management, benefits counseling, home adaptations and assistive devices, caregiver education and training, reimbursement for caregiving supplies and services, and respite care. Families served include those who are caring for an older person, and individuals 55 or older who are raising a child 18 or younger or are caring for an adult with a disability or chronic dementia.

The Caregiver Support Program provided assistance to 1,032 caregivers and families in FY 2016.

"I just want to thank PCA, our service coordinator, for all the help that is provided to me and my mother. It gives me hope and relieves me from lots of stress."

-Mania Berger, Caregiver Support Program participant

Adult Day Centers

Adult day centers enable many caregivers to work at a job outside the home or to take a break from the demands of providing care, knowing that their loved one is in good hands. Adult day centers are non-residential facilities licensed by the Pennsylvania Department of Aging that provide a protective environment for individuals who cannot remain safely at home alone. They provide personal care, nursing services, social services, therapeutic activities and nutrition. Some centers also offer physical, occupational and speech therapy and medical services.

Through PCA, 37 adult day centers provided a safe environment for 2,424 older adults and people with disabilities in FY 2016.

NUTRITION

Good nutrition is an essential foundation of good health. PCA nutrition programs meet seniors where they are.

In the Home

For the homebound seniors PCA serves, the agency brings the meals to them. Based on the individual's needs and available resources, PCA's Meal Distribution Center staff packs and delivers a weekly set of frozen meals – or a daily hot meal – with a sandwich pack for the weekend. PCA also supports seven volunteer-based home-delivered meal programs that provide meals to seniors who are not eligible for PCA services.

In FY 2016, 7,072 older Philadelphians received 1.5 million home-delivered meals.

"I don't have to cook or shop. I just put a meal in my microwave each day and eat. The meals are really, really good."

-Mania Berger, Caregiver Support Program participant

At Senior Community Centers

For more active seniors, having a meal with others provides both nutrition and a social connection. Five days a week, seniors know they can count on having a healthy, nutritious lunch at one of the many senior community centers or satellite meal sites located throughout the city.

In FY 2016, 22 senior community centers and nine satellite meal sites supported by PCA served 503,355 meals to participants

At the Market

Through the Senior Farmer's Market Nutrition Program, funded through the U.S. Department of Agriculture and the Pennsylvania Department of Agriculture, PCA and the senior community center network distribute vouchers redeemable for $20 worth of produce grown in Pennsylvania. This program both increases seniors' access to fresh produce and supports Pennsylvania farmers

Produce vouchers were distributed to 36,525 older Philadelphians in FY 2016.

OUTREACH AND EDUCATION

Community Relations

Community Relations at PCA has forged alliances with Philadelphia's diverse ethnic populations and faith communities, building awareness among the trusted leaders who are best able to communicate information about services to their constituents. Throughout the year, Community Relations holds outreach and information events in conjunction with the Clergy-Aging Interfaith Coalition, Asian Advisory Committee, Latino Advisory Committee, and Information and Referral Council. The program is forming a collaborative to better address the needs of the growing community of African-Caribbean immigrants.

Community Relations also oversees a community outreach program that responds to requests for participation by PCA representatives in community health fairs and other events.

In FY 2016, PCA's community outreach program provided information to 21,747 people at 368 neighborhood events, including health fairs and community festivals.

Legislative Liaison

PCA's legislative affairs manager meets with city, state and federal elected officials on a regular basis to keep them informed about programs and services available to older adults. In addition, PCA develops policy statements and presents testimony on issues of concern to older adults, including local utility rate increases, senior taxation, transportation benefits for seniors, accessibility and housing.

In FY 2016, PCA's legislative affairs manager conducted outreach at 37 community events hosted by legislators and made visits to each of the 58 offices of city, state and federal elected officials for Philadelphia.

Planning and Development

PCA's planning and development efforts build awareness of PCA services and knowledge about aging issues among both professionals in the aging services network and the general public.

Training and conferences provide aging-services professionals with opportunities to develop their knowledge and skills. Training personnel hold an annual regional conference on aging for the aging-services network and provide training for both PCA employees and other network members.

The research department provides information for both PCA and the larger community that helps with analysis, planning, service delivery and community development initiatives.

Special events throughout the year offer seniors creative, educational and recreational opportunities:

- Celebrate Arts & Aging – A month-long observance in May connects seniors with arts programming, promotes creativity among seniors and reinforces seniors as vital, productive members of society.
- The Senior Strut: A Health Event in the Park – PCA's annual health event includes a walk along Boathouse Row led by mummers and a wide range of wellness activities.
- Senior Education Day – Seniors spend an afternoon learning about topics that interest them.

The planning department develops a four-year Area Plan for Aging Services that functions as a blueprint for the agency's continued development and implementation of a comprehensive, coordinated system for providing care in home- and community-based settings.

FUNDING

Funding for PCA comes from the Older Americans Act and the Pennsylvania Lottery, through the Pennsylvania Department of Aging; from Medical Assistance, through the Department of Human Services; and, increasingly, from grants and donations.

In 2014, PCA created the Philadelphia Fund for Seniors to supplement state and federal funds, which have not kept pace with needs; and to provide a firm foundation for the continuation of the care and support we provide to older Philadelphians.

Grants

Grants are received primarily through: Pennsylvania Department of Aging • Pennsylvania Department of Human Services • The Corporation for National and Community 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 • Philadelphia Office of Behavioral Health and Intellectual Disability Services

Donors

PCA is pleased to acknowledge the individuals, foundations and companies that made contributions from January 1, 2016 through December 31, 2016. Every effort was made to ensure proper recognition of each donor.

$50,000 and above

Always Best Care Senior Services
Health Partners Plans
MKM Foundation

$10,000 - $20,000

BB&T
Elderwatch Plus
Moravia Health Network
Wells Fargo
Willis Towers Watson

$5,000 - $9,999

Aurora Home Care and Hospice
BAYADA Home Health Care, Inc.
The Becket Family Foundation
Better Home Care, LLC
BrickStreet Insurance Agency
BTC Foods, Inc.
FHS SeniorCare Payment Solutions
Gateway Health Plan
Independence Blue Cross
PECO
Philadelphia Insurance Companies
Purfoods, LLC
SarahCare Home Health & Hospice
Vital Support Home Health Care Agency, Inc.
Western Association of Ladies for the Relief and Employment of the Poor

$1,000 - $4,999

Abramson Center for Jewish Life
Addus Home Care
Advanced Nursing Care, Inc.
AmeriHealth Caritas Family of Companies
Automated Security Alert, Inc.
Bath Fitter
Judee Bavaria
William Bensely, Esq.
Better Medicare Alliance
Bodell Bove LLC
Citrin Cooperman
Connect America / Medical Alert
Dennis Richman's Services for the Professional, Inc.
Leon & Belinda Fields
Kathrine E. Galluzzi
Deena Gerson
Granny's Helping Hands PA, Inc.
David & Linda Guendelsberger
A. Philip & Maureen M. Handel
Healthcare Stat Home Care
Homemaker Service of the Metropolitan Area, Inc.
James Branch Cleaning Services, Inc.
JEVS at Home
JEVS Human Services
Holly Lange
Law Offices of Debra G. Speyer, Esq.
James Lehman
Liberty Resources
Lincoln Healthcare, Inc.
Loving Care Senior Services
Magellan Complete Care
Dan McMenamin
Anthony & Patricia Mendicino
Mercer Health & Benefits, LLC

Mercy LIFE - West Philadelphia
Methodist Hospital, Jefferson Health
Metropolitan Contract Carpets
Michael Beaumont General Contractor LLC
Montgomery, McCracken, Walker & Rhoads, LLP
Barbara Murphy
My Independence at HOME
Neshaminy Electrical Contractors, Inc.
Obermayer Rebmann Maxwell & Hippel LLP
Open Systems Healthcare
Peter & Jennifer Paradiso
Penn Asian Senior Services
Pfizer Foundation
Philadelphia College of Osteopathic Medicine
The Philadelphia Foundation
Philadelphia Home Care Agency, Inc.
Philips Lifeline
Presby's Inspired Life
Reliable Caregivers
S. R. Wojdak & Associates
Christopher Soltis
Successful Aging Care Net
Total Health Home Care
Transamerica Retirement Solutions
VitaCare Home Health Agency, Inc.
Walgreens Pharmacy
Wilmington Medical Supply
Eloise Young
Mary Hugues

$500 - $999

AARP
David Alpher
Ballard Spahr LLP
Teresa Bell
Calkins Media
Catholic Health Care Services
Center City Film & Video
Chapman Chevrolet
Consolidated Graphic Communications
Bret Cropley
John Culhane, Esq.
Delia Maria Home Care Agency
Delta Dental
Jack Dembow
Nancy Dwyer
Exceptional Hearts Home Health Care Agency, LLC
Richard Eynon
Toye Foster
Mitchell & Lisa Gambino
Hearing Technology Associates
HELPSource Home Care Services
Home Instead Senior Care
Impact Dimensions, LLC
Interim Healthcare
Skip & Carol Irvine
Kellam Exterminating Inc.
Alberta Kelly
Keystone VIP Choice
Lady of Fatima Home Health Services
LGBT Elder Initiative
Lutheran Children & Family Services
Mars Care
Newtown Office Supply
North City Congress
Pampering Plus, Inc.
Philadelphia Housing Authority
Christine Pingelli
Prestige Home Care Agency
Renaissance Healthcare and Rehabilitation Center
Securitas
Dr. Zoltan Turi & Mrs. Adele Slatko
Christopher Miller & Dr. Danielle Snyderman
Southwest Senior Center
SSH Real Estate
Saul Sternberg
Colin & Rebecca Stuart
Sweet Home Primary Care, LLC
TriMED Healthcare LLC
Unitarian Universalist House Outreach Program
United Way of Central Maryland
University of Pennsylvania Office of Government & Community Affairs
UPMC for Life
Lenore Wasserman Scola
Terry White
Elizabeth Winn

$200 - $499

Abelson Legal Search
Suzanne Arrighy
Ka Man Au
Julia Barnes
Mary Jane Barrett, Esq.
Beattitudes Home Health Care
Richard Boardman
David Bolin
Branigan and Hagarman Families
Richard Bready
Francis Byrnes
Caring Senior Service of Eastern Montgomery County
Joan Cesare
Credence Home Care Agency Inc.
Herb Cutler
D'Angelo Bros., Inc.
Edwin Douglass
Brian Duke
Howard Eisen
Benjamin Ellis
Bernice Ervin
George S. Feuer, Ph.D.
David Fomunyam
Harold & Maryellen Foulke
Patricia Funaro
Burma Gamble
Irene Garner
Liberty Mutual
Dick Goldberg
Arthur & Myra Helfand
Lynn Carson Hepp
Peri Higgins

Kristine Huminski
Rennett Johnson
Jerry & Barbara Kaplan
Frank Klein
Leah Kleylein
John & Lydia Krzeminski
Sandra Lawrence
Ruthie Levikoff
Carla Lewis
Benjamin Makem
Shanta Mann
Timothy Matthews
Steven & Sylvia Mayover
Marc Mazer
Deborah McDevitt
Mercy-Douglass Human Services Affiliate
Frances Miller
Jack & Suzanne Minnis
Lynette Moragne
Darlene Mosley
Mary Mullen
Earl Murray
Victor Negrón
New Life Home Health Care Agency
NewCourtland Senior Services
Northeast Older Adult Center
John O'Brien II
Nayda Pagan-Piazza
Geri Paine
Ken Parker
Sanford L. Pfeffer, Esq.
Philadelphia Magazine
Mindi Piatetsky
Progressive Health, Inc.
Ralston Center
Marcia Siegal
Ann Silverman
Jessica Simmons
Ann Smitz-Davis
Sara Sobel
Jeannine Sofia Graff
Jennifer Spoeri
Steamfitters Local Union 420
Dionne Stokes
Steven Touzell
Hue Trinh
Zelenkofske Axelrod LLC

$50 - $199

Action Wellness
Ande Adelman
Samantha Baltuskonis
Julia Bamberger-Herrmann
Harry Bambrick
Lewis Baum
Jack Belitsky
Ada Bello
Janet Berk
Veronica Bethea
Peter Bezrucik
Boardman Hamilton Company
Patricia Boyd
Earle & Yvette Bradford
Paula Branch
Kurt & Marina Bresser
Carolyn Britt
Nan Brown
Linda Cashman
Center for Advocacy for the Rights and Interests of the Elderly
Zaccheau Chamberlain
Dennis & Gertrude Chapman
Eugene & Mary Chapman
Kathleen Chasteen
Daisy Childs
Dominic Cisco
Lila Clayman
Mark & Marlyn Cohen
Louis Colbert
Alicia Colombo
Helen-Ann Comstock
Sharon Congleton
Cornelia Cook
Edith Corley
Maxine Croul
Mary Crowther
Donna Cutter
Kathy Dandy
Ann Danish
Rita Dapkey
Carolyn Davies
Patricia Delacy
Mary Anne Didelis
Blanca Dinzey
Andre Lee Dixon
Robert Donohue
Joan Druss
David & Susan Dudo
Jane Eleey
Deborah Elko
James Evanoski Jr.
Kristen Everly
Leonard Fairorth
Lorraine Fay
Andrea Felicetta
Perry & Benieta Ferrara
Denise Ferrier
Kirk & Lisa Fischer
Gloria Fontell
Regina Foster
Capucine France
Fraser Consulting / Right at Home
Joseph Freedman
Karen Freeman
Donald M. Friedman
Angela Fulton
Chris Gallagher
Myriam M. Garcia
Susan Gibson
Bonnie Gilbert
Joyce Gilbert
Marian Gillich
Brandon Giordano
Allen Glicksman
Janet Gold
Colleen Golden

Alison Graham
Felicia Grand-Pierre
Charles Groshon
Marietta Guertler
Stephen & Marion Haney
Sasha Harding
Amelia Harris
Dorian Harris
Lynn Harris
Natasha Hayes
Lois Hayman
Derek Hayward
Dorothy Heinz
Charlotte Heller
Richard Hockstein
Christine Hoffman
Larre & Suzanne Hoke
Vonique Holiday
Olena Hrubiy
William & Eloise Hyndman
Tracy Jackson
Alma Jacobs
Doris James
Melvene Jamison
Jean Janik
JBS International
Mary Jenkins-Peaker
Jewish Relief Agency
JKR Partners, LLC
Anthony Jones
Clarissa Jones
Sharlene Jones
Julius Justin
Werner & Ellen Kammerle
Lola Karabaeva
Eleanor Kazdan
Magdaline Keller
Margaret Kenworthy
Ronald & Haidy Kerber
Mattie Kersey
Pamela Kimble
Laura Kinder
Traci S. Kinsler
Joseph Klein
Susan Klein
Leif Owen Klein
Else Kling
Julia Konert
Art & Diane Krassenstein
Andrew Krayger
Saad Kubba
John Laigaie
Simeon Lawrence
Julia Laychock
Sue Ann Leary
Sun Ja Lee
Joseph Leonardo
Barbara Leventhal
Debra Levy
Frederick Lewis
Patricia Lieb
Brandi Little
Jo Ann Loney
Janelle Lyons
Mahlon M. Lewis /
Haddlington Elderly Apartments
Ethel Malone
Mann Older Adult Center
Florence Manson
Marconi Older Adult Program
David Marder
Charlotte Marolit
Lelah Marie
Christine Marro
Kerry Marzock
Vincent Massimiano
Eugene Mathis
Erna Mattiace
Rachel Mausner
Sandra Maximo
Daniel Deutsch & Vivian Mayer
Mayor's Commission on Aging
Jennifer Mays
Marian McAllister
Richard & Patricia McCabe
Kathleen McDermott
Margaret McFate
Patricia McGee
McGillian & Donnelly, LLC
Lisa McGlinn
Jacqueline McGrath
Amanda McIntyre
Julie McNair
George McNeal
Towana McNeil
Galina Melnikova
Diane Menio
Mercy Neighborhood Ministries
of Philadelphia
Stephen Merrill
Susan Meyer
Karen Michael
John & Eleanor Michele
Bruce & Norma Miller
Lorraine Mini
George Mitchell
Kenya Mitchell
Wanda Mitchell
Danielle Montanez
Lauren Montemuro
Joseph & Diane Mooney
Catherine Moore
Tya Moore
Sally Moritz
Joan Mower
MS Distribution Services Inc.
Sandra Muller
Mark Myers
Network for Good
David Nevison
Norman & Adina Newberg
Barbara Nickels
William Nickey
Douglas Nightengale
Jennifer Norman
Ana Nunez

Barbara Oldenhoff
Patrick O'Loughlin
Kristin Olson
On Lok House
Ann Orcutt
Sean Outen
Trenice Palouian
Joseph Pastor
Rebecca Payson
Beth Pfizenmayer
Philadelphia Nursing Home
Jeanine Phung
Theodore Pickett
Francine L. Pollock
Bruce & Linda Prentice
Moombi Pressley
Marietta Rafael
Ralston / Mercy Douglass House
Bibi N. Ramcharan
Francis Remmey
Britney Richardson
Linda Riley
Timothy Rill
Joseph Rink
Betty Jo Robinson
Marcia Rogers
Rooklin Properties
Anne D. Ryles
Gail Sacharczuk
Evelyn Ruth Sachs
Angela Savage
Margaret Sayvetz
Michael & Marie Schivone
Mia Scott
Sandra Seigafuse
Alex Seltzer
Eva Sender
SeniorLAW Center
Richard Shapp
Patrick Sharp
Elizabeth Plantz Shay
Janis Shea
Narasimha Shenoy
Marciarose Shestack
Geoff & Kim Shields
Onetha Sibley
Morton J. Simon, Jr., Esq.
Marianne Sims
Hannah Sisk
Rosemary Slaboda
Christine Slusser
Michelle Smialowski
Kyle Smith
Ronald & Bernice Smith
Rosalie Smith
Sharon Smith
South Philadelphia Older Adult Center
Scott Spencer
Barry & Linda Spiegel
Carl Steele
Sonya Stephens
Mona Strand
Strong Place Partners
Sunshine Center
Joel Sussman
Steven & Joanne Sutkin
Chaucer & Mary Patricia Tang
Heather Tennison
Richard Greenstein & Claudia Tesoro
Ellen Tetor
Ashley Thomas
Lena Thomas
Frederic Thompson
Anthony Thornton
Craig Trauger
Truist
Marcia Tudor
Andrea Urban
Kathleen Vaccaro
Patricia Vance
Paul Velho
Visiting Nurse Association of Greater Philadelphia
VitaCare Home Health Agency
Glennie Walker
Karen Washington
Melanie Waters
Doris Watkins
West Oak Lane Senior Center
Noelle Wheeler
Lynda Williams
Venice Williams
Francine Williamson
Angela Wilson
Natasha Wilson
Peter Ogle & Rachel Winslow
Eileen Wirtchafter
Stanley & Judith Woloff
Patricia & Clarence Wurts
Irina Zinatullina
Bernice Zoslaw
Maria Zyborowicz

In-kind donations $200 and above

BB&T
BTC Foods, Inc.
CBS Radio
Comcast
Designs by Ilan
DoubleTree by Hilton Philadelphia Center City
ePlus Technology, Inc.
One Day University
Philadelphia Corporation for Aging Administration
Ristorante Panorama
Senator Robert P. Casey, Jr.
Square One
W.B. Mason Co., Inc.
WHYY
Lois Yampolsky

GOVERNANCE AND ADMIINISTRATION

PCA is governed by its board of directors, which directs the development and administration of agency programs; the Area Plan for Aging Services; and the annual budget. An advisory council provides input to the board and acts as an advocate for older people.

Pictured above:

Board of Directors

Glenn D. Bryan, Chair • Katherine E. Galluzzi, D.O., FACOFP, Vice Chair • Barbara Waynant Murphy, Treasurer • Sheri C. Gifford, Secretary • Judee M. Bavaria • Angela Foreshaw-Rouse • Dick Goldberg • Frederick Lewis • Frances Miller • Victor M. Negron, Jr. • Satya B. Verma, O.D. • Lenore Wasserman Scola • John Whitman • Emeritus: Arthur E. Helfand, D.P.M.

Advisory Council

Chair: Lenore Wasserman Scola • Purita M. Acosta • Carl W. Bailey • Jennifer Barnhart • Jack Belitsky • Chaplain Vernell Brown • Veronica Comfort • Florence Gallagher • Maria González • Lt. Warren Green • Rev. John Jallah • Sandra McNally • Philip Steinberg • Officer Roslyn Talley • Margie Weinstein • Heshie Zinman

Business Administration

The Business Administration Department screens, orients, assists and monitors PCA's contracts with 101 long-term care service providers and 23 home repair contractors, processing applications and monitoring and evaluating providers to ensure the delivery of quality services. The department also provides ongoing technical assistance related to contract and service delivery, as well as billing support.

Altogether, PCA contracted with 247 service providers and vendors in FY 2016.

Program Management

The Program Management Department oversees contracts for community-based programs and services, including senior community centers, home-delivered and senior center meals, legal services, transportation, health insurance counseling, and volunteer and employment programs.

FINANCIALS

Financial Summary

Public support and revenue	
Public support:	
Federal, state and city grants	**75,886,560**
Local contributions	**17,184**
Revenue:	
Service coordination revenue	**17,270,877**
Foundation and other revenue	**7,349,088**
Client revenues	**553,912**
Interest income	**6,549**
In-kind contributions	**119,820**
Total public support and revenue:	
EXPENSES	**101,203,990**
Adult day care	
Aging and Disabilities Resource Center	
Assessments	**626,336**
Attendant Transportation Service	**165,003**
Care Management	**10,921,166**
Congregate meals	**1 ,166,022**
Consumer reimbursement	**22,584,844**
Counseling	**5 ,059,602**
Discretionary services	**2 ,317,866**
Domiciliary care	**3,493**
Employment	**514,591**
Environmental modifications	**656,571**
Guardianship	**1 ,248,923**
Home-delivered meals	**3 ,938,569**
Home support	**367,214**
In-home support	**7 ,487,768**
Information and assistance	**237,312**
Legal	**2 ,414,547**
Medical equipment & supplies	**5 ,040,002**
Ombudsman	**415,648**
Passenger transportation	**429,956**
Personal assistance	**523,429**
Personal care	**2,349,730**
Professional evaluations	**4,023,941**
Protective services	**10,297,885**
Senior community center services	**159,976**
Senior companion	**3,510,249**
Volunteer services	**5,246,120**
	385,509
Subtotal:	**22,784**
Administration	**92,115,056**
Total expenses:	**9,067,007**
	101,182,063

Year ended June 30, 2016

Philadelphia Corporation for Aging is a nonprofit 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 their optimum levels of health, independence and productivity.

642 North Broad Street | Philadelphia, PA 19130-3409

Phone: 215-765-9000 | **Fax:** 215-765-9066

PCA Helpline: 215-765-9040

Toll-free: 888-482-9060 (outside Philadelphia) or 215-765-9041 (TDD)

www.pcaCares.org

Visit us on Facebook: www.facebook.com/pcaCares.org

Follow us on Twitter: www.twitter.com/pcaCares_org

Photo credits: Evangelina Iavarone; Stockphotos

© July 2017 Philadelphia Corporation for Aging. All rights reserved.