

The PCA Community



2018-2019 Annual Report
Philadelphia Corporation for Aging



It becomes more vital than ever to cultivate community when we reach our later years.

connecting,

No one likes to feel alone. I always feel best when I am connected to others with whom I share something – in other words, when I participate as part of a community.

There are all kinds of communities. There are communities based on age, ethnicity, religion, geography, political affiliation ... I could go on. Being part of a community means you have something in common with the other members of the group. You might be born into some communities and choose others. But communities add up to more than the sum of their parts. Together, individuals who commune together create an entity capable of providing strength and comfort, wisdom and direction, to its members.

And belonging to a community becomes even more critical as we grow older.

creating, strengthening

While age can bring many positives — including greater wisdom, experience and perspective — it also can bring with it physical and mental challenges. At the same time that we may be enjoying the rewards of retirement, grandchildren, and free time, we also need to be aware of issues ranging from falling to cognitive decline. And then there is isolation — a condition that can have serious health effects. In fact, studies have shown social isolation to be as bad for you as smoking.

For these reasons, it becomes more vital than ever to cultivate community when we reach our later years. If you're not part of a community and want to be, where do you turn?

One place you can turn is to PCA.

"Every person is defined by the communities she belongs to."

American novelist
Orson Scott Card

At PCA, we have been connecting, creating and strengthening senior communities for decades, in a variety of ways.

PCA funds senior community centers throughout Philadelphia where seniors can go to socialize and exercise, enjoy a meal and learn a skill. They're just the place to go to make a new friend — or catch up with old ones. We help seniors to remain connected to their existing communities by giving them the support they need to remain in their own homes, where most prefer to age. And PCA serves as a vibrant hub of the aging-services community by providing education and information for aging-services professionals, helping them excel in their service to seniors and their families.

Each of these services, and the many more that PCA provides, is an integral part of the PCA community. I'm proud to be part of that community and proud of the myriad ways PCA helps seniors every day. Please consider joining me in supporting this vital work.



Holly Lange
President and CEO
Philadelphia Corporation for Aging

To make a difference in the life of a Philadelphia senior by donating to PCA, contact Joan Zaremba at Joan.Zaremba@pcaCares.org or 215-765-9000, ext. 5051; or visit pcaCares.org/donate.



our mission

To improve the quality of life
for older Philadelphians and
those with disabilities and to
assist them in achieving their
greatest possible levels of
health, independence
and productivity.



fostering community

PCA supports community engagement, a key component of healthy aging. At the heart of PCA's mission is helping older adults stay engaged with their community.

By providing and funding a range of vital services, PCA helps Philadelphia seniors live their best, most fulfilling lives. PCA's services are delivered with care and compassion that encourage not only physical health, but also social interaction and mental well-being.

From your first contact with PCA, we provide you with the resources you need. Our services and programs include senior community centers, housing modifications, home-delivered meals and care at home, in which our long-term care staff empowers seniors and their families to take an active role in their own care.

Bringing seniors together with the resources and support they need to thrive – it's all part of the PCA community.



secure

"Talk about answered prayers!" says Delores Stratford, 73. "PCA did that for me by making my house safe."

A heart attack in June 2017 had left her shaken. "I felt uneasy," says Stratford, who lives alone. "When you're worried about your safety, it puts a strain on you."

She sought help from PCA's Senior Housing Assistance Repair Program (SHARP), which does house repairs so that seniors can remain independent. An inspector from PCA's Housing Department came to conduct a safety review of Stratford's North Philadelphia home. "The inspector found that I needed a new back door for security, as well as a storm door and an iron railing," she says. "You should see my beautiful door now."

PCA workmen installed handrails and a combination smoke and carbon monoxide detector in her two-story home. They also improved the bathroom by adding grab bars, a tub chair, a non-slip tub surface and a raised toilet seat with arm rests. "Now I can take a bath on my own without being afraid of falling," Stratford says.

The work was done with little fuss. "Danny was so polite, and he cleaned up after himself," Stratford says of the main workman.

The improvements to Stratford's home had a retail value of more than \$2,240. But since she met the program's financial requirements, she didn't have to pay a single dollar.

"I had heard that PCA helped older adults, but the extent of that help blew my mind," she says. "I'm so grateful for what they did. The changes really make a difference in my life. I feel much safer and more secure in my home."

When Frank Slayton, 71, underwent brain surgery and his wife, Hollace “Fay” Slayton, 70, had a seizure just two days before he was to come home from the hospital, the idea of continuing to live on their own seemed like an impossible dream. But with services provided through PCA, the couple has been able to stay in the cozy West Philadelphia home where they’ve lived since 1978.

“It took us a while to seek help because we weren’t comfortable having unknown people come in and out of our home,” Frank says. “But I decided I’m not, at this point, too proud to ask for help that we surely needed. And for us, PCA was a definite godsend.”

Frank was assigned a PCA service coordinator who developed a care plan for him and connected him with a wide range of services, including housing modifications and home-delivered meals. “My service coordinator, Danae Mitchell, is great,” Frank says. “She’s always willing and able to help, very professional, and very caring.”

Last year, 20,240 seniors like Frank received long-term care services from PCA through Pennsylvania’s Aging Waiver (now Community HealthChoices), Options, caregiver support, protective services and other programs.

Mitchell arranged for a personal care aide for Frank who does light housekeeping, helps with laundry, takes the couple shopping and sometimes prepares food. “I get assistance from my aide, Estelle, three days a week, two hours a day,” Frank says. “She’s very helpful.”

Through PCA’s efforts, the couple also registered for CCT Connect Shared Ride (see page 9) for transportation to medical appointments and shopping. “I can’t drive anymore because of the seizures,” Fay says. “But I have my independence. I can go places on my own. We’re very appreciative of PCA.”

independent





nourished

Frederick Landis remembers fondly that when he and his late wife, Catherine, were dating, she couldn't even boil an egg. But over the course of their 54-year marriage, she became a gourmet cook. A shelf of well-worn cookbooks bristles with Post-it notes marking favorite recipes in Landis' living room. So it's no faint praise when Landis says the home-delivered meals he receives from PCA are "delicious."

"Last night, it was chicken with a sauce on it," he says. "I was mopping up the sauce with bread, it was so good."

It was after his wife passed away in December 2015 that Landis connected with PCA. He is now among 6,600 individuals who receive home-delivered meals from PCA each year.

Landis enthuses over the variety in the meals, which includes tortellini with mini meatballs, zucchini, carrots and yellow squash; and pepper steak with broccoli, snow peas, red peppers and brown rice.

PCA's home-delivered meals are nutritionally balanced to support seniors with conditions including heart disease, diabetes and obesity. A registered dietitian ensures that meals provided for the week contain one-third of the Recommended Dietary Allowance for older adults and meet the Dietary Guidelines for Americans. Kosher meals are also available.

Based on each individual's needs and situation, PCA's Meal Distribution Center staff packs a weekly set of frozen meals from a menu of 24 options, or a daily hot meal with a sandwich pack for the weekend. Trained drivers deliver the meals into the hands of homebound seniors, providing them not only with nourishment but also with regular, caring contact.

"Sometimes, the meals even have a gourmet taste," Landis says. "Who wouldn't like that?"

"My kids tease me," Eva Talbot says. "They say, 'Your limousine is outside.'" That would be the 12-passenger CCT Connect Shared Ride mini-bus she credits with helping her remain active and independent.

"It's really convenient," she says. "It comes right to your door and takes you where you want to go. You don't have to walk to a bus stop and stand in the cold."

Sociable and energetic, the 75-year-old has been immersed in the activities of the West Philadelphia Senior Community Center for the past 10 years as a member and volunteer.

With the help of CCT Connect, Talbot says, "I am empowered." Even having lung cancer and related surgery last year didn't slow her down for long. She gets to her checkups using the shared-ride service.

"Since I'm getting older, it helps a lot," Talbot says. "I use it to get to the airport and to go shopping."

PCA contracts with SEPTA to provide CCT Connect Shared Ride services to Philadelphia residents 65-plus. The Pennsylvania Lottery subsidizes 85 percent of the cost. For transportation to senior centers, PCA covers the remaining 15 percent. "If you get it on your own, without the help of PCA, it's not that expensive – only \$8.50, round trip," Talbot says.

PCA also supports an Attendant Transportation Service that provides extra assistance to eligible adults 60-plus who would otherwise be unable to leave their homes to access Shared Ride transportation.

"It's a good thing to have," Talbot says of her transportation help. "It's very convenient."

empowered



PHOTO: MICHAEL BRANSCOM



2,330,725

More than 2.3 million tasty, nutritious meals were served to older adults at senior community centers and satellite meal sites or delivered to seniors' homes.



273,327

Transportation programs sponsored by PCA provided seniors with more than 270,000 rides.

community



128,507

PCA Helpline staff answered 525 calls per day, helping up to 128,000 people by providing information, scheduling assessments, and connecting callers with programs and services.



\$184,023

The Emergency Fund provided more than \$184,000 in crisis assistance to 1,613 low-income seniors for necessities such as home heating fuel and medical expenses.



5,629

Nearly 4,300 reports of suspected abuse, neglect and financial exploitation of seniors, and more than 1,300 reports for individuals 18-59, were received by PCA's Older Adult Protective Services unit.



20,240

PCA provided service coordination, or care management, to more than 20,000 seniors through Pennsylvania's Aging Waiver, Options, caregiver support, protective services and other programs.

of services

2018 Service Highlights



37,060

PCA's long-term care staff conducted more than 37,000 initial and follow-up assessments of people referred to PCA for long-term care services.

Read more
about PCA's programs,
services and accomplishments
in the full annual report at
pcaCares.org/annual2018.

Revenue

Public support:

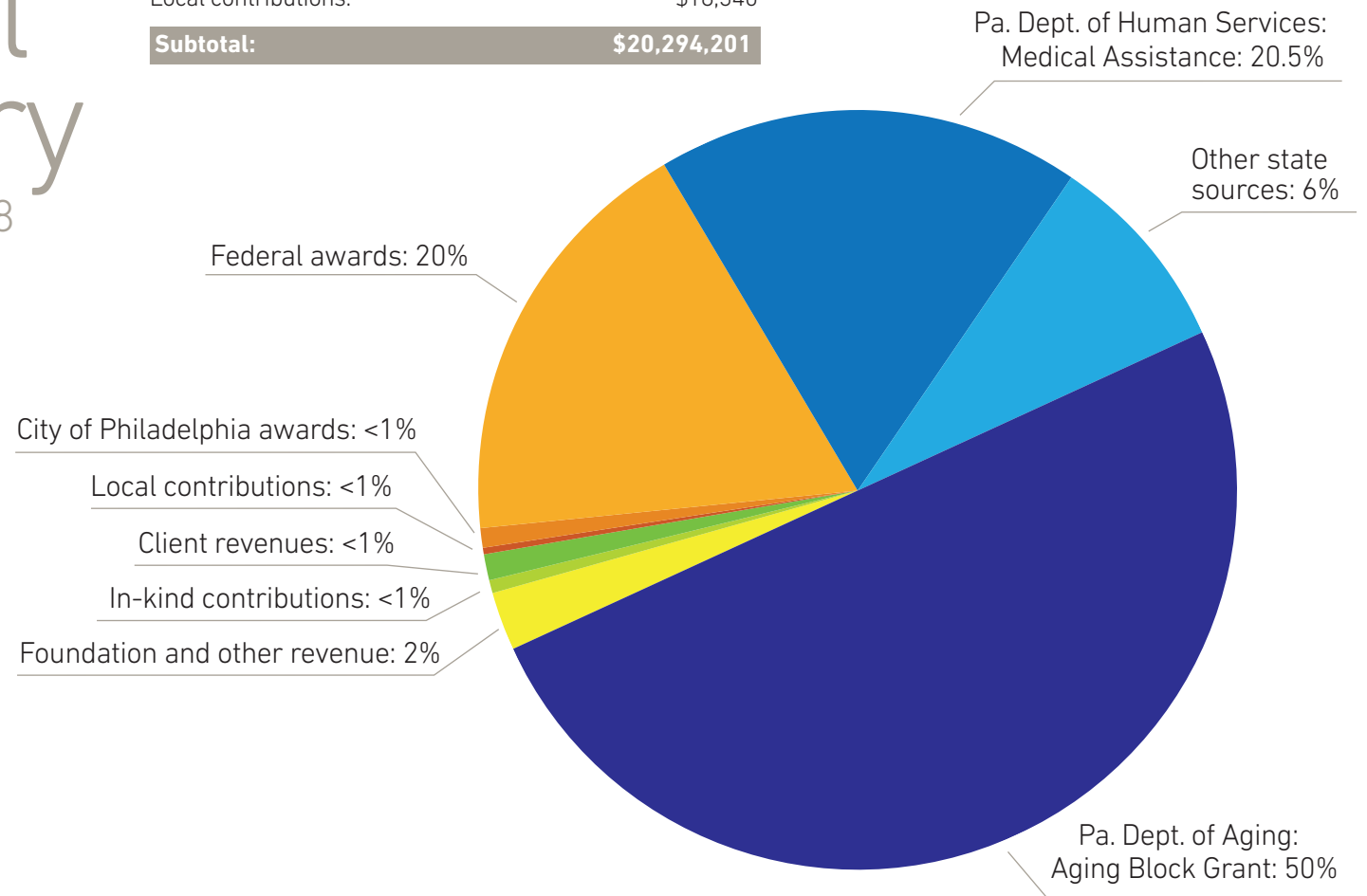
Pa. Dept. of Aging: Aging Block Grant:	\$51,143,561
Other state sources:	\$6,509,530
Pa. Dept. of Human Services: Medical Assistance:	\$20,933,977
Total Pennsylvania revenues:	\$78,587,068
Federal awards:	\$20,212,378
City of Philadelphia awards:	\$63,483
Local contributions:	\$18,340
Subtotal:	\$20,294,201

Other Revenue:

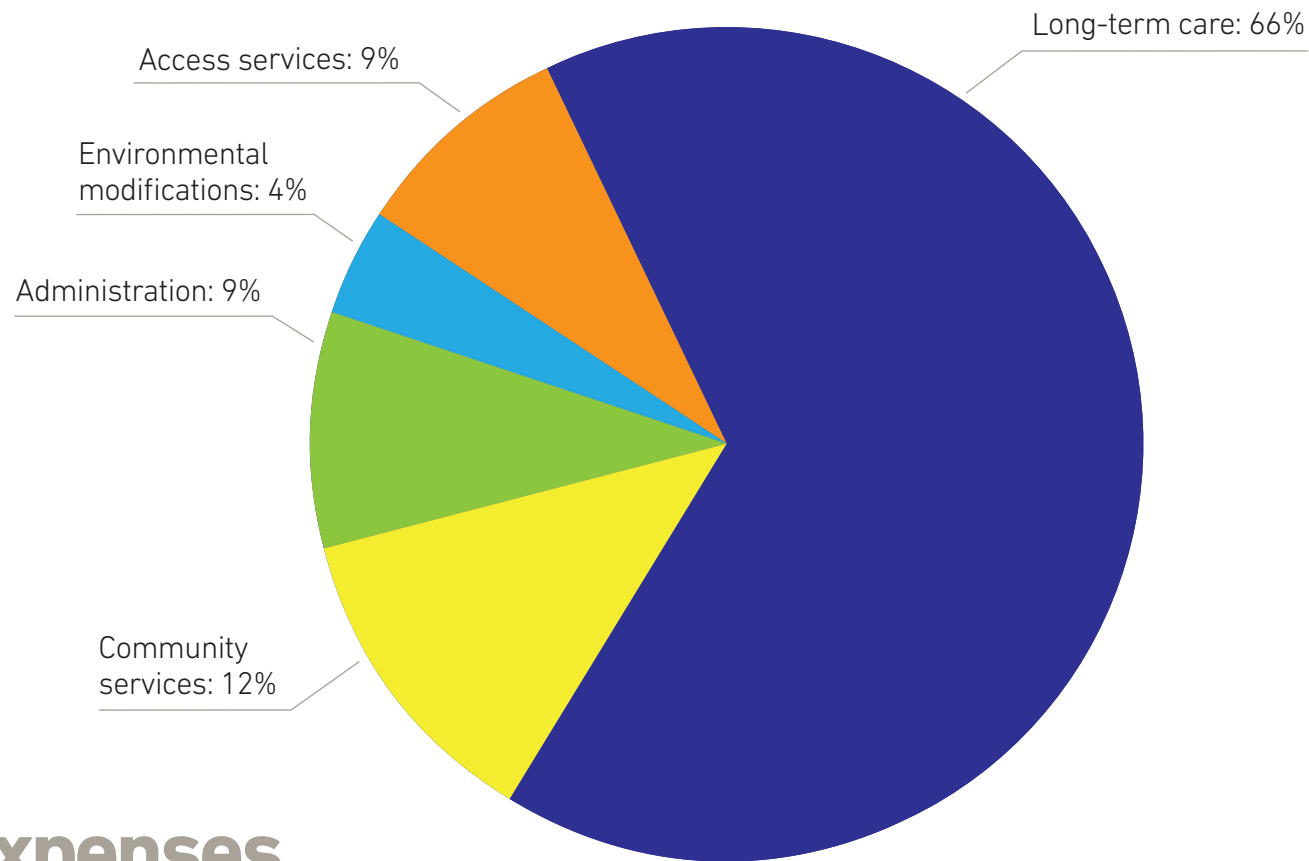
Client revenues:	\$724,153
In-kind contributions:	\$106,235
Foundation and other revenue:	\$2,150,624
Subtotal:	\$2,981,012
Total revenue:	\$101,862,281

Financial Summary

Year ended June 30, 2018



Revenue is reported on an accrual basis.



Expenses

■ Adult day care	\$441,587
■ Aging and Disabilities Resource Center	\$266,062
■ Assessments	\$9,912,812
■ Attendant transportation service	\$1,244,646
■ Care management	\$22,443,851
■ Congregate meals	\$4,932,367
■ Consumer reimbursement	\$2,252,165
■ Counseling	\$2,295
■ Discretionary services	\$569,859
■ Domiciliary care	\$681,798
■ Employment services	\$1,189,117

■ Environmental modifications	\$4,547,853
■ Guardianship	\$503,607
■ Home-delivered meals	\$7,718,004
■ Home support	\$194,675
■ In-home support	\$2,405,697
■ Information and referral	\$4,921,000
■ Legal assistance	\$429,841
■ Medical equipment, supplies & adaptive devices	\$383,382
■ Ombudsman	\$508,130
■ Overnight shelter/supervision	\$0
■ Passenger transportation	\$2,164,811

■ Personal assistance services	\$3,882,551
■ Personal care	\$7,447,647
■ Professional evaluations	\$17,756
■ Protective services – intake/investigate	\$7,870,331
■ Senior community center services	\$5,327,226
■ Senior Companion	\$435,006
■ Volunteer services	\$42,671
Subtotal:	\$92,736,747
■ Administration	\$9,131,235
Total expenses:	\$101,867,982

Expenses are reported on a modified cash basis.



funding

PCA is funded primarily by federal and state sources. 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

Governmental grants are received primarily through:

- Pennsylvania Department of Aging
- Pennsylvania Department of Human Services
- The Corporation for National Service
- U.S. Department of Agriculture
- U.S. Department of Health & Human Services
- U.S. Department of Labor
- Philadelphia Office of Behavioral Health and Intellectual Disability Services

“Years ago, my sisters and I searched for help for our mother, who lived alone and suffered from both physical disabilities and dementia. We needed someone who could visit her during the day to give her lunch and make sure she took her medications. PCA referred us to resources for personal care and other services. We were truly grateful. I believe the services PCA provides are necessary in a city that has so many seniors living on a limited income.”



Martha Wallace, PCA donor since 2009

thank
you

PCA is pleased to acknowledge the individuals, foundations and companies that made contributions from Jan. 1 through Dec. 31, 2018. Every effort was made to ensure proper recognition of each donor. (For a full list of donors, starting at the level of \$50, see the entire annual report at pcaCares.org/annual2018.)

Donors

\$50,000 and above

Always Best Care Senior Services
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\$15,000-\$25,000

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in the life of a Philadelphia
senior by donating to PCA,
contact Joan Zaremba at
Joan.Zaremba@pcaCares.org
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\$1,000-\$4,999

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Governance and Administration

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 (see next page) provides input to the board and acts as an advocate for older people.

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Established in 1973 to serve as the Area Agency on Aging for Philadelphia County, PCA is a nonprofit organization that's dedicated to improving the quality of life for older Philadelphians and those with disabilities and assisting them in achieving their greatest possible levels of health, independence and productivity.



PHILADELPHIA CORPORATION FOR AGING

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Fax: 215-765-9066

Online:

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PCA Helpline:

Call us Monday through Friday, 8:30 a.m. to 5 p.m.
or 24/7 to report suspected elder abuse.

215-765-9040

888-482-9060 toll-free (outside Philadelphia)

215-765-9041 (TDD)



Writing by Constance Garcia-Barrio and Linda L. Riley.
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Read more about
PCA's programs, services and
accomplishments in the full annual report at
pcaCares.org/annual2018.