



2019
2020

Annual Report

Philadelphia Corporation for Aging



In years past, I've used this greeting to highlight the impact PCA's services provide and how vital this assistance is to hundreds of thousands of older Philadelphians and people with disabilities.

This year, my final as President and CEO of Philadelphia Corporation for Aging (PCA), my focus is on the **dedication** of this agency, and our enormous commitment to providing support to those in need despite numerous challenges. I am so very proud and touched to have been a part of PCA for 32 years and to have been privileged to lead it for the last eight.

PCA implemented and executed programs and services that have aligned with **social determinants of health** long before it became a catchphrase within the aging network. We've always done our part to help older Philadelphians access healthy food; dwell in safe and secure housing; live active and engaged lifestyles; and utilize transportation services so they can move around – independently.

This year, we lost Rodney D. Williams, the visionary who founded PCA nearly 50 years ago. While saddened by his loss, I take much solace knowing that PCA's steadfast work to improve Rodney's vision never wavered and that we continue to advance PCA's mission.

We've celebrated endeavors, like the successful launch of PCA Care Connections, in 2019 and are

compelled to do even more in 2020. We look forward to being involved in the discussions as the Pennsylvania Association of Area Agencies on Aging (P4A) bids to return statewide enrollment, assessment and counseling back into the care of AAAs.

Upon my retirement in April, PCA's chief strategy officer Najja Orr will succeed me as President and CEO. Najja has the experience, education and preparation to lead this agency alongside our steadfast board of directors, advisory council and team of PCA professionals all working toward a greater good for the lives of older adults and people with disabilities.

I'd be remiss if I did not acknowledge the collaborative backing of those friends supporting our organization. Your generosity, knowledge and partnership are quintessential to the work that PCA does every day. I will always remember your kindness and commitment.

Saying farewell is never easy. But I leave indebted to the dedicated staff at PCA who helped me in the development of a first-rate organization.

Sincerely,

Holly Lange
President and CEO, Philadelphia Corporation for Aging



Our mission

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 to assisting them in achieving their greatest possible levels of health, independence and productivity.



Changing lives

PCA meets a variety of evolving needs with compassion and expertise. From the monthly Milestones newspaper that offers suggestions and tips, to the senior community centers we support, seniors have many opportunities to remain engaged and fulfilled. Caregivers can utilize adult day center services and receive reimbursement for respite care to allow them to work and relieve stress. Older adults who need help to age in place can receive home modifications, meals, personal care and more. For older adults who experience abuse, protective services provides crucial intervention. PCA is here to advocate on behalf of older adults, so they can fully enjoy life.



Brian Gambescia

PCA eases stress

Webster's Dictionary may have to redefine the word "support" to cover everything caregiver Sebastian Collins does for his mother, Betty Mitchell. "I wash the dishes, as well as do the cleaning, laundry and food shopping," said Collins, 53, of North Philadelphia. "I take Mom to her appointments, too," he said.

Collins, who also does all the cooking, has a system for preparing meals. "Mom can't cook because of a problem with her sense of smell," he said "The food could be burning and she wouldn't know it."

He started caring for his mother in 2015, when she developed a heart condition. Other health issues also greatly affect her daily life. "I can't grip things because I have carpal tunnel in both wrists," said Mitchell, 72. "Due to my health challenges, I couldn't make it without Sebastian's help."

Collins wouldn't be able to do everything he does for his mother without the help of PCA's Caregiver

Support Program. In May 2019, Collins began receiving assistance with caregiving through PCA. This help includes reimbursement for respite services.

"PCA's Caregiver Support Program has been a big help," Collins said. "The caregiver assistant bathes Mom and washes her laundry, plus she heats food for her then washes the dishes." The support gives Collins a break to take a walk, play chess or go to the gym. He likes to follow a regular exercise routine to counteract his own health challenges, which include back pain caused by degenerative disc disease.

The caregiving got off to a bumpy start. "It's hard to take care of your parent, especially in the beginning," Collins said. "I had to sit down with Mom and say, 'Stop fighting me. I'm here to help you.' Since then, things have gone well. I help with whatever she needs, and she gives me advice about life. PCA eases stress and finances. It makes a big difference in our lives."

Thankful for PCA

"I can't speak highly enough of how PCA has taken care of me," says Bernice Stone, 76, a resident of Gray Manor Apartments in North Philadelphia. "They cover all the bases." Retired from working as a foster parent with the Department of Human Services, Stone is widowed and raised three children of her own.

When Stone first heard of PCA in 2001, she contacted the agency to request assistance. "They sent a social worker who interviewed me about my life and reviewed my finances," says Stone. "I have asthma and high blood pressure. I'm also a cancer survivor. My service coordinator took all of that into consideration when arranging services."

Good nutrition was a top concern. "I'm low income, so the service coordinator told me I was eligible for lunch every day," Stone says. "The food has no salt because of my high blood pressure."

Safety was another priority, so PCA bought Stone a shower chair to allow her to bathe independently. "The chair helps because I sometimes have pain in my lower back," Stone says. "Also, I don't have to worry about losing my balance, thanks to the chair."

Besides attending to Stone's health and comfort, PCA's coordinated care provides a sense of security. "If something doesn't seem right, I can call PCA," she says. "The staff doesn't put you off. They take time to listen. I tell my friends that PCA is my psychiatrist."

Stone's service coordinator also does regular in-home visits. "She comes every six months to see how I'm doing. She asks me questions to see if I'm getting the help I need. I have a chance to ask her questions, too," says Stone. "I'm happy with my life and PCA plays a big part in that. Thank God for PCA!"



Brian Gambescia



This is my happy place

Most mornings, you can find Barbara Jane Morehead walking her little dog down the streets of Fishtown.

By mid-morning, she's deep in conversation with the crochet circle that meets almost daily inside Lutheran Settlement House, one of 28 senior community centers and satellite meal sites sponsored by PCA. It's where Morehead spends a good portion of her day with friends, creating a bond that far surpasses fabric and yarn.

"I come here five days a week sometimes," says Morehead, 81, whose daughter also frequently attends the center. The two are deep in the creation of a handmade woven scarf. "We all get together and talk about life and what's going on. We stay pretty involved with each other and really enjoy each other's company for the most part."

Lutheran, like all of PCA's sponsored sites, offers more than just companionship and helps to curb

social isolation among older adults. There are a host of health and wellness programs, as well as a healthy lunch served daily as part of PCA's Lunch Spot initiative. Collectively, senior community center programs connected more than 20,000 older adults with meaningful activities last year.

"I like coming here," says Morehead. "This is my happy place. We talk about a lot of things and really look after each other. People here are really close, and we all consider each other like a second family."

For those who are not fortunate enough to have a family or close social connections, having a place to go where they will feel welcomed is vital. "I feel like this is a place where we can come and build a friendship that at least everyone [here in this circle] takes outside [of this place]," says Morehead. "Just having a place to get involved makes for a much better community. We have that sense of community here and that to me is very important."

I feel so blessed

Lillian Stevens was a dutiful mother and homemaker raising her family in West Oak Lane. She recalls making her family chicken and vegetables, breakfast foods, and "just about everything when I was [doing the] cooking."

Her prowess in the kitchen ended Mother's Day in 2018 when she suffered a stroke while on the way to church. Stevens recovered following her hospitalization and subsequent rehabilitation. But upon returning home, Stevens realized she was in need of some assistance in her plan to continue to live independently.

Stevens found the help she needed from PCA's In-Home Support Program (IHSP), which provides early intervention services to help older adults get back on their feet following a setback. Stevens was connected with a case manager at Center in the Park, who completed an assessment and quickly began providing services.

The lingering effects of her stroke have made it difficult for Stevens to read instructions on packaged food. She also notes that it's hard to remember her treasured recipes. So, relief from both now arrives every Thursday upon delivery of seven frozen nutritious meals.

"I'm happy to get it, and I appreciate it," says Stevens, 84. "If I don't have other foods to eat, I make sure I eat [my PCA meals]. It's very helpful." In addition, IHSP gave her a new microwave oven for heating her meals and a table, on which to safely eat.

Bathroom modifications, including a raised toilet seat with arm rests and hand-held shower tool further aid in maintaining her independence and quality of life.

Thanks to PCA, Stevens quickly regained her autonomy and avoided the need for long-term care services. "I feel so blessed that I have all these things to help me," she says.





A snapshot of the lives PCA affects daily

\$189,839 in crisis aid

The Emergency Fund provided almost \$190,000 in crisis assistance to over 1,500 low-income older adults for necessities, such as home heating fuel and medical expenses.

312,335 rides provided

Transportation programs sponsored by PCA provided older adults with more than 312,000 rides to senior centers, medical appointments, adult day centers, shopping and more.

169,758 seniors educated

PCA Helpline staff assisted nearly 139,000 people by providing information, scheduling assessments, and linking to resources. Additionally, PCA's Community Outreach Program educated nearly 31,000 people at more than 380 neighborhood events, including health fairs and community festivals.

2.44 million meals

Almost 1.9 million tasty, nutritious meals were delivered to the homes of older Philadelphians and nearly 540,000 were served at community sites.

More than **20,000** social connections

PCA provided support for 28 full-service senior community centers and satellite meal sites in Philadelphia, which connected more than 20,000 seniors with meaningful activities and each other.

Quality care for **46,061** older adults

PCA's long-term care staff conducted 25,061 assessments of people referred for services. Service coordination, or care management, was provided to more than 21,000 seniors through Options, caregiver support, protective services and other programs.

2019 Service highlights

Read more about PCA's programs, services and accomplishments at pcaCares.org.

PCA Programs and Services x

By helping to create positive social and physical environments, PCA's programs and services help to promote good health and quality of life for older adults and people with disabilities.



Education

Empowering seniors with the knowledge to take charge of their own lives:

- **APPRISE**
Free health insurance counseling for Medicare beneficiaries
- **Community Relations**
Outreach staff foster awareness of PCA services and other programs through presentations and strengthening community alliances
- **Help by Phone**
The PCA Helpline (215-765-9040) is the number to call for services or information to help older adults and those with disabilities in Philadelphia.



Economic stability

Supporting self-sufficiency and wise money management:

- **Crisis Assistance**
The Emergency Fund for Older Philadelphians provides cash grants to help frail, low-income older adults avoid catastrophe
- **Employment Programs**
On-the-job training, skill building and support for mature job seekers
- **Legal Services**
Counsel and assistance with legal matters, such as wills, benefits and taxes



Neighborhood & physical environment

Improving safety and increasing access to essential resources:

- **Home Repairs & Modifications**
Safety and security improvements in the home
- **Protective Services**
Investigation and intervention in cases of suspected abuse, neglect and financial exploitation of older adults
- **Transportation**
Safe and cost-effective transit and ride sharing



Social Determinants of Health



Community & social context

Encouraging engagement and preventing isolation:

- **Health & Wellness Programs**
Information, screenings and exercise to support good health, while mitigating risk factors
- **Nursing Home Transition**
Support for a successful return to community living from a long-term care facility
- **Ombudsman Services**
Advocacy for older adults living in long-term care facilities, giving residents a voice when it comes to their care
- **Senior Community Centers**
Social activities, recreation, lifelong learning and fitness are among the many opportunities available at 28 senior community centers and satellite meal sites funded by PCA
- **Senior Companions**
Friendly visitors provide companionship and assistance to homebound elders



Quality of care

Coordinating the services and supports needed for independent living:

- **Assessment**
Comprehensive in-home evaluation of an individual's need for long-term care services
- **Adult Day Centers**
A safe environment for seniors; a reprieve for caregivers
- **Caregiver Support**
Financial assistance, care management and education to support those caring for a loved one
- **In-Home Support**
Temporary, early intervention and prevention services to facilitate long-term independence
- **Service Coordination**
Individual-directed long-term services and supports
- **Veterans Program**
Home- and community-based services and supports for those who served in the U.S. armed forces

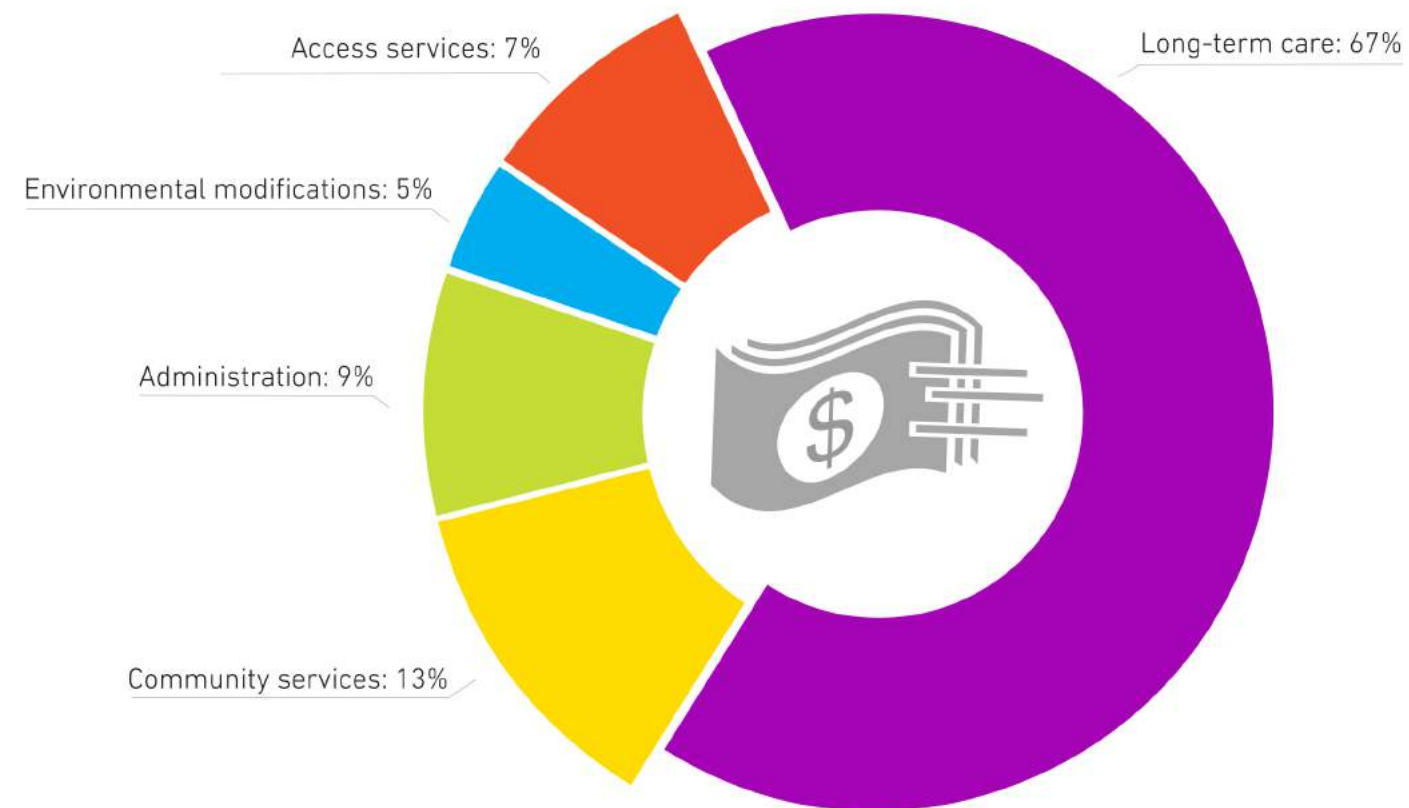


Food

Providing essential nourishment for healthy aging:

- **Home-Delivered Meals**
Fully prepared, nutritious meals delivered to seniors' homes
- **PCA Lunch Spots**
Tasty and healthy weekday meals served in a social setting
- **Farmers Market Vouchers**
Annual distribution of vouchers for locally grown fresh produce to income-eligible older Philadelphians.





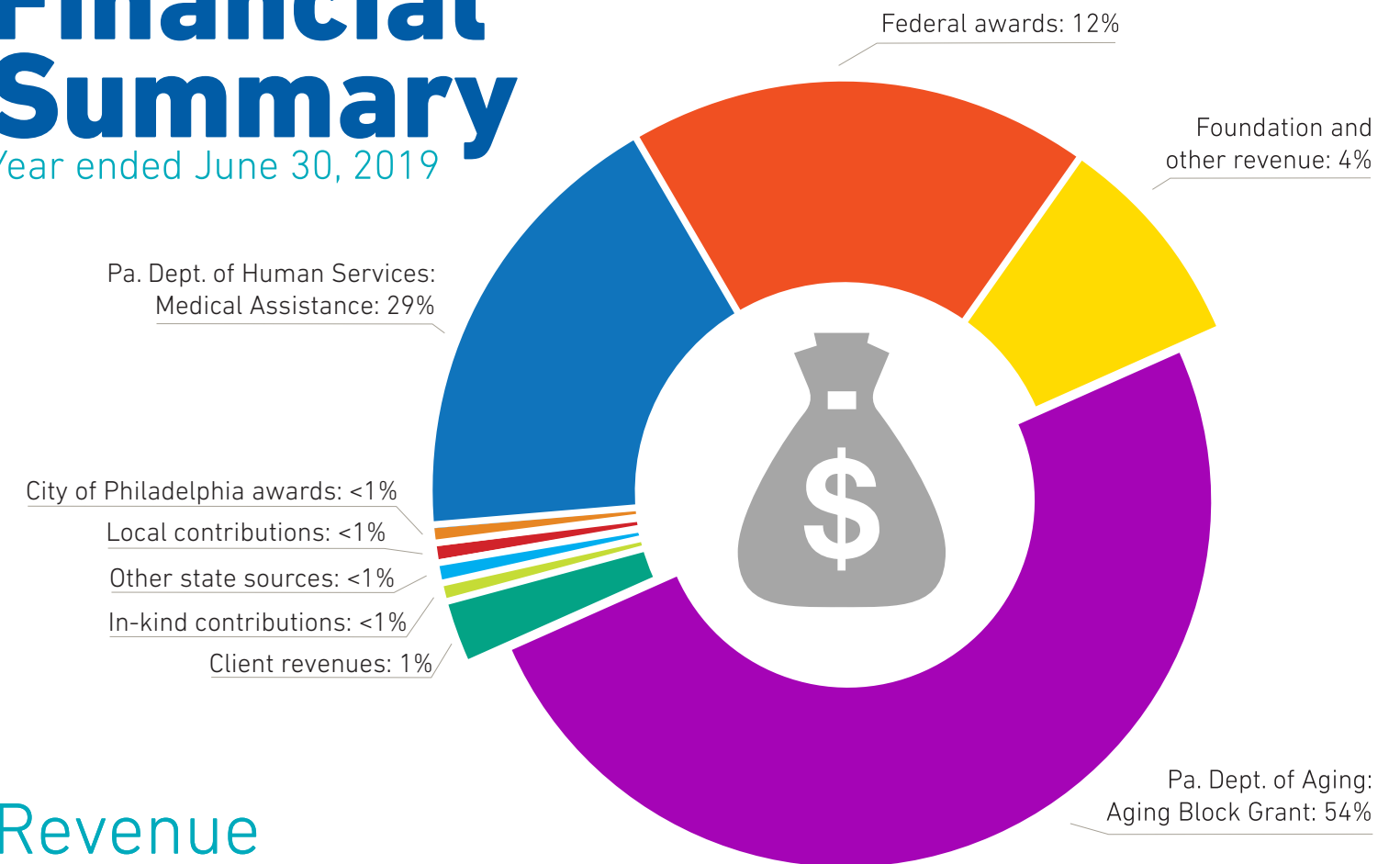
Expenses

Adult day care	\$387,402	Information and referral	\$4,449,298
Aging and Disabilities Resource Center	\$246,323	Legal assistance	\$460,287
Assessments	\$8,647,562	Medical equipment, supplies & adaptive devices	\$393,880
Attendant transportation service	\$1,241,532	Ombudsman	\$528,722
Care management	\$20,995,810	Passenger transportation	\$2,096,986
Congregate meals	\$5,087,926	Personal assistance services	\$4,367,579
Consumer reimbursement	\$2,063,207	Personal care	\$7,316,649
Discretionary services	\$557,915	Professional evaluations	\$11,162
Domiciliary care	\$685,495	Protective services	\$8,233,013
Employment services	\$1,191,506	Senior community center services	\$5,370,954
Environmental modifications	\$4,741,896	Senior Companion	\$427,578
Guardianship	\$479,246	Volunteer services	\$14,045
Home-delivered meals	\$7,877,632	Subtotal	\$90,416,248
Home support	\$202,174	Administration	\$9,240,966
In-home support	\$2,340,469	Total expenses	\$99,657,214

Expenses are reported on a modified cash basis.

Financial Summary

Year ended June 30, 2019



Revenue

Public support

Pennsylvania Department of Aging: Aging Block Grant	\$53,933,480
Other state sources	\$404,999
Pennsylvania Department of Human Services: Medical Assistance	\$28,483,146
Total Pennsylvania revenues	\$82,821,625
Federal awards	\$12,515,919
City of Philadelphia awards	\$63,483
Local contributions	\$22,029
Subtotal	\$12,601,431

Other revenue

Client revenues	\$518,149
In-kind contributions	\$108,514
Foundation and other revenue	\$3,520,662
Subtotal	\$4,147,325
Total revenue	\$99,570,381

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Revenue is reported on an accrual basis.



Thank You, Donors!

PCA is pleased to acknowledge the individuals, foundations and companies that made contributions from Jan. 1 through Dec. 31, 2019.

Every effort was made to ensure proper recognition of each donor. (For a full list of donors, starting at the level of \$50, visit pcaCares.org/donate.)

Funding

PCA is funded primarily by federal and state sources. The Philadelphia Fund for Seniors was created in 2014 to supplement these funds, which have not kept pace with needs, and to provide a firm foundation for the continuum of 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 & Intellectual disAbility Services

Donors

\$50,000+

MKM Foundation

\$20,000-\$49,999

Always Best Care Senior Services
Pennsylvania Health & Wellness, Inc.

\$10,000-\$19,999

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Teresa Heavens at
Teresa.Heavens@pcaCares.org
or **215-765-9000, ext. 5053**
or visit **pcaCares.org/donate.**



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 provides input to the board and acts as an advocate for older people.

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PCA Helpline

Call us weekdays,
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 for hearing impaired)



Read more about PCA's programs, services and accomplishments at pcaCares.org
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