



Laurel Area Interfaith Volunteer Caregivers, Inc.

A N N U A L R E P O R T 2 0 1 3



NEIGHBORS HELPING NEIGHBORS CONNECTING GENERATION TO GENERATION

L laurel Area Interfaith Volunteer Caregivers, Inc., Faith in Action is all about neighbors helping neighbors and connecting generation to generation. Since 2002, Laurel Faith in Action has worked with Community Partners and individuals to identify need and satisfy unmet need for those who are struggling to remain in their homes with quality of life and an overall sense of well being. During the first 11 years, the program worked tirelessly to raise awareness of the needs of the aging residents, recruit and train almost 600 adult volunteers, welcome over 800 elderly in need, and track over 50,000 volunteer hours.

The program has evolved to become a true “Community Benefit Organization” (CBO) and is fully committed to hundreds of care recipients (400 served in 2012) who need an escorted ride to the doctor or store, grocery shopping, caregiver relief, help paying bills, yard work, snow shoveling, and leaf raking, household repairs to fix a leaking toilet or faucet, a friendly visit or call, and link to other services. The result is much more than a fixed lock, ride, or bag of groceries. It is a bond and connection to the community and knowing someone cares.

Recognizing the commitment to the communities served, the Board of Directors and staff developed a five-year Strategic Plan to assure that the day to day needs of the aging residents would be met. In addition to planning seamless management succession, the plan includes strategies for increased outreach and awareness, strengthening community partnerships, maximizing funding opportunities, recruitment and retention of volunteers, and discovering unmet need. Effective use of technology is the cornerstone of the Plan and pathway to the future.

While technological advances over the past eleven years are daunting to many, they present an exciting opportunity to achieve the goals set forth in the Strategic Plan. The Laurel Faith in Action program is working with consultants to adopt technology strategies that will greatly enhance program management and communications while addressing each generation’s unique needs and wants.

An exciting new service being planned for mid-2013 will face technology head-on and connect generations with generations, while connecting the aging generation with the community in ways they never dreamed!

As we work day to day, we look ahead ten or twenty years and imagine the ideal community. We envision a community, a neighborhood of individuals, organizations, and businesses, where neighbors help neighbors without being recruited or trained; where neighbors protect and care for neighbors without being asked; where neighbors share their talents with neighbors without worrying about payments or profits, and where neighbors randomly and often take the time to show a neighbor that they are important.





Laurel Area Faith in Action supports organized kindness and encourages random acts of kindness. Both help to create a dynamic community where we all wish to live, raise our children, work, and retire with grace and dignity – where neighbors help neighbors and generations connect with generations.

SERVICES

Laurel Area Faith in Action addresses the issues of isolation, loneliness and meeting basic needs. Working with local churches, organizations, and agencies, the program works to fill the gap between current initiatives and services. ***The intent of the program is to complement existing community services, not replace or compete with them.***

Volunteer caregivers are trained to assist elderly individuals with the following:

- **Appointment Escort** – a friendly support person to meet you at doctor appointments or go with you.
- **Caregiver Relief** – much needed 1-2 hour breaks for full-time caregivers
- **Correspondence** – help with paying bills, writing letters, completing forms
- **Errands** – picking up prescriptions, groceries, toiletries
- **Friendly Visitor** – friendly visits to talk, play cards, and share interests
- **Handyman/Yard work** – minor repairs, installations, chores, yard work
- **Referral Services** – link to other services in the community
- **Telephone Reassurance** – calls to just talk to a friend
- **Transportation** – rides to the store, doctor, social events during the day
- **Technology Mentors** – help with technology challenges


Prospective Care Recipients requesting services qualify, as follows:

- Live in Latrobe, Unity Township, parts of Mt. Pleasant Township, parts of Derry Township with Latrobe mailing address, Derry, New Derry, Ligonier borough, and Ligonier Township AND
- Be aged 60 years and older AND
- Request services offered by the Program AND
- Complete a signed application for services

Care Recipients can expect to receive an average of up to two hours per week.

ALL SERVICES ARE PROVIDED FREE OF CHARGE.

OUR MISSION:
To enhance the quality of life for persons 60 years and older who reside in the Greater Latrobe, Ligonier and Derry areas by providing companionship and assistance.



In mid- 2013, the Program will introduce an exciting and innovative service that will not only connect generation to generation, but will connect the aging generation with life enhancing technology. Call, email, or visit www.laurelfia.org for the latest on **“Technology in Action”!**

“LONG WALK PART OF GIFT”

An amazing thing happened in 2012. Countless volunteers donated fabric, others cut out patterns, and many others sewed “personal organizers” as Advent gifts for 350 care recipients. It was a great leap of faith that surprised the staff with the outpouring of time, interest, and donations of gifts and fabric, resulting in over 500 hand crafted and unique organizers, each filled with four gifts – one for each Sunday in Advent. A legend was told of a young man in Africa who walked for days to deliver a beautiful seashell to a teacher. When the teacher received it and wondered why the young man had walked so far, his protégé remarked, “Long walk part of gift.”





“CHANGING LIVES, TWO AT A TIME” Summary of Program Accomplishments

The single greatest accomplishment in 2012 was the development of a five-year Strategic Plan, setting the stage for sustainability of the program into the second decade. Working with an independent Board expert, members of the Board of Directors and Management staff met over a two month period to assess the strengths and weaknesses, opportunities and challenges, and future vision of the Laurel Faith in Action program.

The return on investment of time and resources continues well into 2013 and beyond the plan. Significant changes in technology, systems, staffing, funding, and outreach are occurring. In the process of implementing technological upgrades, and while considering the challenges of another goal – “aging down the volunteer pool” - a unique and innovative service was born. Connecting the younger generations with the aging generations in a meaningful and relevant way and remaining true to the mission of providing companionship and assistance, the new technology mentoring team of volunteers are breaking new ground in the service of the aging population.

The Strategic plan touches every aspect of the organization, in addition to inspiring development of the unique new service.

Strategic Planning

Key goals are summarized below:

- Succession plan – The primary and immediate goal was implementation of the plan for seamless management succession – both planned and unplanned. The Plan was implemented on a part time basis in 2012 and full time in 2013.
- Technology – The cornerstone of the Plan is the smart use of technology to achieve the Plan goals more efficiently and cost effectively. The goal is to work smarter, not harder, using appropriate social media applications and upgrades in hardware and software systems.
- Public Relations and Awareness - The goals are to increase awareness and strengthen collaboration and build new partnerships. Plans include sponsoring community-wide summits, inviting agencies, organizations, churches, businesses, and individuals, to both raise awareness and identify unmet need for the aging population.
- Fund development – The goals are to document a Fund Development plan, including both large donors and opportunities for smaller sponsors and donors. A variety of strategies, including new donor acquisition through sponsorship opportunities for businesses and organizations, and donor retention and upgrades by strengthening relationships with area foundations and corporations, and expanding outreach for the endowment and planned giving are key tactics.
- Volunteer Recruitment and Retention – Members identified the need to “age down” the volunteer pool and strategies to target the younger generation are planned, including technology mentoring.

Calling these ladies made me feel so good. Some really sounded down when they answered, but were all perky and laughing when I hung up.”

VOLUNTEER,
TELEPHONE
REASSURANCE



Westmoreland Gives

The 2nd annual one-day online giving event on October 2013, was a great success for the Program. Countywide, 113 nonprofit organizations participated and Laurel Faith in Action had the distinction of receiving the 8th highest number of donations in the county!

ECONOMIC IMPACT

The economic impact of the Laurel Area Faith in Action volunteer program is important to many families and to all taxpayers as well. *The government – the taxpayers - provides substantial subsidies for elder care in the home and in nursing facilities.* Faith in Action care recipients receive all services **free** of charge. Volunteers not only donate their time and effort, but they also provide insured automobiles and gasoline for transportation and errands.

Over the past four years, Laurel Faith in Action has experienced overhead costs which are well below the national and state averages for volunteer programs. Based on current rates calculated by the Independent Sector, hourly volunteer rates are \$21.79 on a national average and \$20.86 for Pennsylvania. *“Independent Sector is the leading coalition of nonprofits, foundations, and corporate giving programs committed to advancing the common good in America.”* Laurel Area Faith in Action tracked the following average costs during the period 2008-2012:

- Administrative overhead cost for one volunteer hour \$ 12.00
- Administrative overhead cost per care recipient per year \$248.00

Laurel Faith in Action costs are well below all other services, including home health services, assisted living, and nursing care. Average median hourly service rates for Pennsylvania elder care, based on the “Pennsylvania State Specific Data from the Genworth 2012 Cost of Care Survey,” were published as follows:

Service Costs	Monthly	Annual
Homemaker	\$3718	\$44,616
Home Health Aide	\$3813	\$45,760
Assisted Living	\$3251	\$39,015
Nursing Home	\$7638	\$91,652





The average length of stay for a care recipient in the Laurel Area Faith in Action program is 47 months and 815 care recipients have been served by the program since 2002. If the program saved each person served just **one month's** fee based services over this time period, it seems reasonable to assume that the program **SAVED** the care recipient, their families, insurance companies, or tax payers (home and nursing home care which is heavily subsidized by the government) the following,:

	\$ Saved
Homemaker	\$3,030,170
Home Health Aide	\$3,107,595
Assisted Living	\$2,649,565
Nursing Home	\$6,224,970


The economic impact is dramatic! Moreover, Laurel Area Faith in Action volunteers help to enhance the quality of life and provide peace of mind for care recipients, which is priceless!

LAUREL AREA FAITH IN ACTION ... MAKING A DIFFERENCE IN MANY LIVES





BOARD OF DIRECTORS AND STAFF



The Executive Director directs the day to day operations with the support of a Program Director and four part-time staff paid by the Program and also provided through the senior Employment Program at WCCC. A talented and focused Board of Directors of 15-18 members meets on a monthly basis to help oversee and participate in strategic planning and implementation. An additional Advisory Board offers expertise and support to the program management.

ADVISORY BOARD

William Connolly, *Program Coordinator, Westmoreland Community Action*

John Graziano, *President, Hartman-Graziano Funeral Home*

Linda Hammers, *Manager, Field Training and Development, Becker Professional Ed.*

Frank Lucente, *Technology Professor, Westmoreland County Community College*

Marie McCandless, *News Editor, Latrobe Bulletin*

Harry Speedy, M.D., *Physician, Retired, Diagnostic Associates*

Louis Steiner, *Retired, Latrobe Foundry*



OFFICERS 2012 - 2013

PRESIDENT

Rev. William Schaefer, *Pastor, Prince of Peace Lutheran Church*

VICE PRESIDENT

Rev. Clark R. Kerr, *Pastor, Latrobe Presbyterian Church*

SECRETARY

Patricia Kowatch, *Fundraising Consultant, Pat Kowatch & Associates, LLC*

TREASURER

Mary Jane Snyder, *CPA, Retired, U.S. Department of State*

Kathy Bartolomucci, *Aging Care Supervisor III, Area Agency on Aging*

Courtney Baum, *Director, Career Services, Saint Vincent College*

Conrad Bures, M.D., *Retired Physician, Excelsa Latrobe Hospital*

Susannah Calvo, *Retired, Derry Area School District*

David Campbell, *Human Resources Trainer and Consultant, Campbell HR*

Simon Chamberlain, *Office Manager, Extramet*

Doug Dascenzo, *Vice President/Chief Administrative Officer, Excelsa Latrobe Hospital*

Johnette DeRose, *Administrator, Valley School of Ligonier*

Kimberly Payne, *Assistant to Rector, St. Michael's of the Valley Church*

Ron McKenzie, *Retired, Vice President of Sales, Vulcan Mold*

Joyce Novotny-Prettiman, *Attorney, Quatrini Rafferty Law Offices*

Portia Shirley, *Retired Nurse*

Phil Weihl, *Retired, VP Integrated Supply Chain and Logistics, Kennametal*

Margot Woodwell, *Retired, Station Manager, WQED*

STAFF - 2012

Jane F. Kerr, *Executive Director*

Sandi Sherba, *Program Director*

Sibby McLaughlin, Mary Ann Aukerman, Doris Loncharich;

Jackie Blaker, *SEP/WCCC*

OFFICE VOLUNTEERS

Jayne Kalp, *Accounting*; Lois Odendahl





COMMUNITY PARTNERS

Adelphoi USA
Bradenville United Methodist Church
Beth Israel Congregation
Bethany United Methodist Church
Bethlen Communities
Christ United Church of Christ
The Community Foundation of Westmoreland County
Emeritus at Latrobe
Excela Health System
Heritage United Methodist Church
Holy Family Church
Holy Trinity Church
IHS Network, Inc.
Latrobe Area Hospital Charitable Foundation
Latrobe Area Chamber of Commerce
Latrobe Bulletin
Latrobe Church of God
Latrobe Presbyterian Church
Latrobe United Presbyterian Church
Laurel Area Partnership on Aging
Mental Health Association in Westmoreland County
Prince of Peace Lutheran Church
Rotary Club of Latrobe
Saint Vincent Basilica Parish
Saint Vincent College
Saint Vincent Seminary
Senior Employment Program at WCCC
St. Benedict Catholic Church
St. James Evangelical Lutheran Church
St. John the Evangelist Church
St. Mary's Byzantine Catholic Church
St. Michael's of the Valley Episcopal Church
St. Paul Evangelical Lutheran Church
St. Paul's United Church of Christ
Trinity Evangelical Lutheran Church
United Way of Westmoreland County
Westmoreland Community Action
Westmoreland County Area Agency on Aging
Westmoreland County Community College



Proud agency since 2005



United Way of
Westmoreland County

"IT'S THE 'UNITY' IN COMMUNITY THAT GETS THE JOB DONE."



COMMUNITY COLLABORATION Partnerships – New and Expanded

Virtually everything we do, we do with Partners. Examples are the following:

- **Excela Health Latrobe Hospital** – The partnership with Excela Health includes sponsorship of the “Faith in Action Live” monthly radio show on WCNS 1480 AM. Management Staff and physicians from the hospital are included as guests on the program that airs the 4th Saturday of each month at 9 am. In addition, program and Excela staff work together for the “Hospital to Home” initiative that offers “intensive” services to those returning home with limited support from family and friends. As the hospital system works to reduce healthcare costs and provide “excellence in health care”, the program works to support their efforts.
- **Adelphoi Village** – The collaboration with group homes at Adelphoi Village has been a tremendous success and the relationship continues to grow. Supervised youth cut grass, rake leaves, and shovel snow for more than 40 elderly homeowners. Since the work began with Adelphoi group homes in 2003, ten group homes have provided 8,600 hours of service! **Today, many care receivers are able to remain in their homes because the youth and supervisors at Adelphoi Village are willing to help.** The opportunity to help will leave a lasting impression on the young teens, as well.
- **Saint Vincent College (SVC)** – Students, coordinated through the college’s Service Learning department, provide household chores, yard work, and friendly visits to many care recipients. In the past five years, they have provided more than 400 hours of services to the Laurel Area Faith in Action community.
- **Saint Vincent Seminary** - Seminary students are enrolled in an ongoing practicum program with Laurel Area Faith in Action where they earn credit and gain field pastoral experience. The students are gaining an appreciation for the struggles of the aging and are learning how to discuss spirituality.
- **Catholic Heart Work camp** – For the 6th consecutive summer, several hundred youth and adults from other states traveled to the Irwin area to work for the poor and vulnerable population in Westmoreland County. In 2012, over 50 youth and adults logged over 750 volunteer hours, helping 12 care recipients with a variety of projects, including scraping and painting, weeding, digging, landscaping, power washing, concrete repair, and many other household and yard repairs and chores.
- **United Way of Westmoreland County Day of Caring** – Employees from Kennametal painted a home for a recently widowed woman during the annual Day of Caring. All the paint and supplies were donated by Pittsburgh Paints.
- **Community Foundation of Westmoreland County** – Staff and Board members attended the ongoing Board Capacity Building series of seminars and workshops.
- **Latrobe Presbyterian Church** donates office space for staff and meeting space for Board and Volunteer meetings.
- **Senior Employment Program (SEP), Westmoreland County Community College** has provided paid office staff (1 in 2012) working on-site 20 hours per week since 2002.
- **Integrated Health Services (IHS)** donated the design of the program website and continues to provide webmaster services as an in-kind donation.
- **Unity Township Supervisors, Derry Township Supervisors, and City of Latrobe staff** pick up hundreds of bags of raked leaves and provide financial and other support.



EVENTS

The Annual Awards Luncheon – The celebration of the “Art of Aging: Building a Healthy Community” featured an exhibit of 25 area artists who have discovered how to age gracefully through art. On May 23, 2012, 156 guests enjoyed guest speaker Jennifer Miele, Vice President, Marketing and Communications, Excelsa Health. Luncheon sponsors included Excelsa Health, Latrobe Area Hospital Charitable Foundation, Laurel Area Partnership on Aging, McFeely-Rogers Foundation, Quatrini Rafferty Law Offices, Saint Vincent College, and Longo Media.

Volunteer Appreciation Dinner – The 11th annual dinner was well attended by approximately 100 volunteers and Board members at St. Vincent Grove on October 11, 2012. Staff and Board members prepared a delicious Italian themed meal and Gabi Nastuk, Creative Art Director, Latrobe Art Center, taught a painting lesson. Sponsors included Saint Vincent (donation of Grove facilities), Zappone Family Fund, and many local businesses and organizations that donated over one hundred gifts for volunteer drawings.

Leaf Raking – This popular youth event, held the first Saturday in November since 2002, was a great success with over 33 youth organizations (250+) youth raking at 44 recipient homes in Latrobe, Unity, Derry, and Ligonier. Sponsors included Giant Eagle in Ligonier, City of Latrobe, Unity and Derry Township Supervisors.

Advent project – For the 11th consecutive year, volunteers have worked on this signature project that provides a gift to each care recipient (400 in 2012). The idea is to provide a package of gifts and inspirational stories—one for each Sunday in Advent and one for Christmas. In 2012, the committee proposed making personal organizers that can be attached to walkers, wheelchairs, beds, or simply sit beside a chair. Each organizer had four pockets in the front and behind the pockets, one large pocket. By November 2012, volunteers had donated fabric, cut and sewn over 500 organizers, and many area businesses and organizations donated the gifts that were wrapped and inserted in the pockets, along with stories.

Westmoreland Croquet Club, sponsored by the Old Joe’s Club. Laurel Faith in Action was chosen as a featured county non profit for this popular annual event. In addition to a booth and generous provisions of food and beverages, the program received a generous donation from the event proceeds.





PUBLIC RELATIONS

Public relations and marketing strategies are vital to local community outreach programs like the Laurel Area Faith in Action Program. Working with several local sources, the program has maintained a high profile in the local market.

- **Face book** – Recognizing the importance of social media for communications, the program set up a Face book page where photos and information are posted.
- **WCNS 1480 AM “TalkBlock”** – The monthly radio show, launched in September 2009, continues on WCNS 1480 AM throughout the year. The program, sponsored by Excela Health Latrobe Hospital, airs on the fourth Saturday of each month at 9 am and features guests from the health system as well as community leaders and program participants.
- **Latrobe Bulletin** – The publisher of the paper has been a Community Partner from the start of the program. The News Editor covers all program events and served as the President of the Board of Directors in 2010 and 2011.
- **CommUnity News** – The quarterly publication of the Unity Township news magazine includes articles submitted by the Executive Director of the program.

Other local publications and church newsletters publish program announcements throughout the year.



It's going really well. I think I am enjoying our time together as much as she is. We haven't been reading the bible, but we did read a prayer book and some other things. She's a sweetheart. She was singing old songs and polka's the other week, and then I would look them up on my phone and play the originals for her, she really liked that! Last week I had 2 hours and I am going tonight for 2 hours also. It's a pleasure visiting with her.

**“TECHNOLOGY
IN ACTION!”**



FUNDING

The program continues to be blessed with the generosity of spirit and donations from many local organizations and individuals. 2012 was **another record breaking year**, with donations exceeding \$110,000! Of note are the donations from individuals which exceeded \$34,000 in 2012! Some care recipients have chosen to send \$5 or \$10 per month to support the program. *Current tax returns and financial audit are available at www.laurelfia.org or by calling the program office. All donations are tax deductible, as permitted by law.*

Total Donations \$110,436
Donors 89 organizations and 587 donations from individuals

Fundraising Events and projects

- **Awards Luncheon** – 156 attended the luncheon and eight corporate sponsors helped to fund the annual event. Net profit was \$3,242.
- **Memorials and honorials** – 3 families designated Laurel Area Faith in Action for memorial donations in 2012. \$6,500 (300% increase over 2011) was received in memory and honor of loved ones from 109 individuals. Donations designated in honor or memory of a loved one appear on the program's website, www.laurelfia.org.
- **Annual Appeal** – The annual appeal for 2012 netted a total of \$21,931.00 from 186 individuals, including those from Westmoreland Gives*!
- **Westmoreland Gives*** – Participating in this event for non profit organizations for the second consecutive year, \$7811 was donated by 86 individuals and an additional \$867.00 was granted from the Community Foundation of Westmoreland County and Pittsburgh Foundation as a portion of matching funds. *Note: Over 90% of the donations through Westmoreland Gives were a result of the annual appeal. Donors were encouraged to make their annual donation online on October 3, 2012 through the Westmoreland Gives event.

Grants and Significant gifts

- Community Foundation of Westmoreland County - Zappone Family Fund and Westmoreland Gives event
- Derry Township Board of Supervisors
- Excelsa Health – Sponsorship of annual awards luncheon and WCNS radio show
- Latrobe Area Hospital Charitable Foundation
- Latrobe Presbyterian Church
- McFeely-Rogers Foundation
- Old Joe's Club – Westmoreland Croquet Tournament
- R.K. Mellon Family Foundation
- St. Michael's of the Valley Episcopal Church
- Trinity Evangelical Lutheran Church
- United Way of Westmoreland County – grant and designations





PROGRAM ACTIVITY – 2012

Volunteers*	53 new	193 active*	Since 2002 592 total trained
Care receivers	103 new	400 served	815 total served

Volunteer Activity	Hours	
2012 Total	8174	55,201

Top # of individual services reported, by category 2012

		Hours
Friendly Visits/calls	2,482	2122
Rides and errands	1,578	2089
Caregiver relief	189	393
Yard work**	507	1586

*Does not include additional average of 75 youth from Adelphoi Village per year on regular basis. Additional periodic youth volunteers from SVC Service Learning, Valley Youth Network, Catholic Heart Workcamp, churches, and scout troops total an additional estimate of 300.

** Includes lawn mowing, leaf raking, and snow shoveling



I didn't expect to be remembered by your organization now that my husband has passed away. What a pleasant surprise when (volunteer) came yesterday and presented me with an Advent gift... Thanks for remembering me.

CAREGIVER RELIEF
RECIPIENT



PARTICIPANT DEMOGRAPHICS

Adult Volunteers

- 52% are aged 65 and above and 24% are aged 75 and above
- 67% of volunteers are women.
- The majority of volunteers have church affiliations.
- The most popular activities that volunteers choose are shopping, visits, and transportation.

Age	%
64 or younger	48
65-74	29
75-84	20
85-94	3

Gender	%
Female	67
Male	33

All percentages are based on total data reported and not on total count of volunteers; categories are not reported at 100%





PARTICIPANT DEMOGRAPHICS

Care Receivers

- 59% are aged 81 and above and 17% are aged 91 and above.
- 78% of care receivers are women.
- 56% live alone and only 22% are married and living with their spouse.
- Only 24% list their health as “good”.
- Average Length of Stay in the program is 47 months.
- The majority of care receivers list a faith community.
- 58% are referred to the program by word of mouth from friends, family, volunteers, and church; 33% are referred to the program from agencies and organizations.

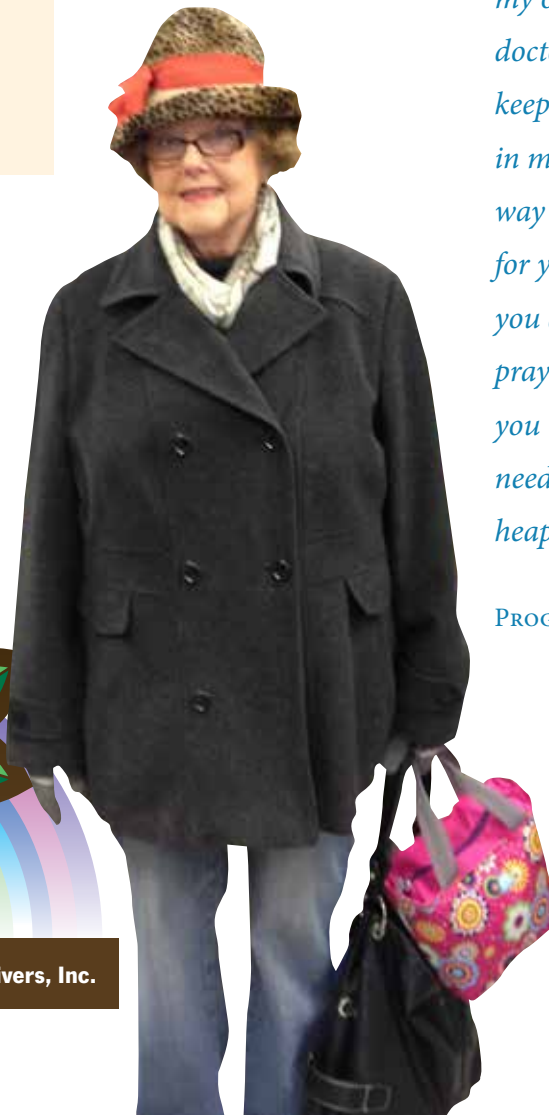
Age	%
60-70	14
71-80	27
81-90	42
91-100+	17

Gender	%
Female	78
Male	22

All percentages are based on total data reported and not on total count of volunteers; categories are not reported at 100%

I want to thank you and all the volunteers of Faith in Action for the kindnesses shown to me helping me meet my obligations with my doctors....and, also, keeping the larder stocked in my home. There is no way I can do something for you, but I assure you, you all will be kept in prayer that God will aid you in your individual needs and continue to heap blessings on you.

PROGRAM RECIPIENT



Laurel Area Interfaith Volunteer Caregivers, Inc.



NEW PROJECTS AND INITIATIVES FOR 2013

Connecting Generation to Generation: “Technology in Action”

Based on the advice gleaned from Peter Brinckerhoff’s “Generations: the Challenge of a Lifetime for Your Nonprofit”, the Laurel Faith in Action program is setting forth a vision, strategies, and services to embrace the many generations that are served and are serving. Recognizing the need to “age down” the pool of volunteers to prepare for the next decade of services, the focus is on developing a relevant service for the younger volunteers, while remaining true to the mission to provide companionship and assistance: technology mentoring. Using social media, the service, “Technology in Action”, will connect the volunteers with each other, the program, and the aging population and prepare the program for the future explosive growth and evolving needs of the “Baby Boomer” generation.

Capacity Building

As the program works to understand and accommodate generations, the blueprint for the future is attention to **implementation and revision of the Strategic Plan**, with emphasis in 2012 on the following:

- Technology upgrades
- Ongoing training for Succession Plan
- Board Development
- Planned Giving
- Research, development, testing, and implementation of innovative new service to Connect Generations and enable the aging population to remain Connected with their families, friends, and community.



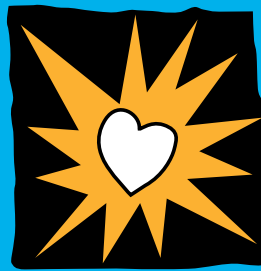


“My advice to nonprofit leaders: Read it or weep. In this rapidly changing world, organizations that ignore the sharp differences in tastes, perspectives, and demands of different generations do so at their own peril. The organizations that understand and cater to these differences will be the winners of the twenty-first century.”

REVIEW OF *Brinckerhoff’s Generations* by DENNIS WHITTLE, CHAIRMAN AND CEO, GLOBAL GIVING, WASHINGTON, DC

Special appreciation to the Westmoreland Now and Forever Fund of The Community Foundation of Westmoreland County for a grant to fund design of the Annual Report 2013 by Apollo Design Group and generous donations from the Board of Directors for printing costs.

LAUREL



*FAITH
IN ACTION*

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