

# Senior Services of Albany



## 2018 Annual Report

*Helping Seniors Stay Independent Since 1952*

## A word from the President of the Board



Our mission states... *We are dedicated to keeping our older neighbors and friends healthy and safe by providing effective programs and support to help them stay connected to our communities.* 2018 saw Senior Services of Albany (SSA) build on our mission through our core strategies of Stability, Growth and Diversification. SSA experienced growth in the number of meals that we serve through our congregate meal sites, as well as increased meal delivery through our Meals on Wheels program. Fundraising continued to be strong and steady through our Third Age Achievement Awards Luncheon, the 20th Annual Travers Wine Tasting and the Capital Region Senior Expo.

SSA continues its leadership role in the community. Our professional staff cultivates a positive atmosphere and they are continuously developing innovative programs to lead the way forward with our seniors. As our aging population grows, the SSA staff is learning and growing with them through our Community Care team and their work on our OVW grant, HIICAP and understanding of the DSRIP (Delivery System Reform Incentive Payment) program. These are just a few examples of the breadth and depth of SSA's talent.

Onward to 2019!

## 2018 Board of Directors

### **Todd Davenport (President)**

Senior Director of Global Development Strategies,  
Dunkin Brands

### **Vera Dordick (Vice President)**

Principal, Avant Garde Global Communication

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Partner, DeChants, Fuglein & Johnson, LLP

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CFO, O'Connell & Aronowitz

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Director of Human Resources,  
Northeast Association of the Blind at Albany

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RBC Wealth Management

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### **John Demers**

Independent Consultant

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Senior Advisor, Law Office of Sandra Rivera, PLLC  
*Chair - Long Range Planning Committee*

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Assistant Vice President, M&T Bank

### **Edward Tremblay**

Retired Community Development Director,  
City of Cohoes



## Executive Director's Message

I recently read **Happiness is a Choice You Make**, by John Lelard, where he writes that old age is not something that hits us one day when we are not careful. It is not a problem to be fixed. It is a stage of life like any other, one in which we are still making decisions about how we want to live, still loving and being loved, still learning about ourselves and the world. It's an uplifting book that reminds us that at any age we can choose to learn, choose to connect and choose to be happy.

Senior Services of Albany, soon to be LifePath, feels honored to be able to be a part of people's lives as they age; as they grow, connect and choose happiness. In 2018, more than 4,000 older adults chose us and allowed us to provide them with information, resources and support. We were able to help feed their bodies and their souls. We were able to listen to their stories and provide them with opportunities to connect and choose happiness.

I thank all of you who trusted us to be part of your lives, and all of you who provided us with the financial support that allows us to be here when someone needs us.

David Bowie wrote, "*Aging is an extraordinary process whereby you become the person you always should have been*". There is nothing more rewarding than playing even a small part in such an epic journey.



## Senior Staff

**Monika Boeckmann**  
Executive Director

**Gretchen Moore Simmons**  
Assistant Executive Director /  
Director of Programs

**Barbara McConkey**  
Director of Operations

**Maria Jones**  
Director of Marketing &  
Special Events

**Beth Owen**  
Director of Adult Day  
Programs

**Frank Van Skiver**  
Director of Community Dining

## Living the Mission



Over 65 years, Senior Services of Albany (SSA) has been assisting older adults living in the Capital Region with an array of essential, cost-effective services. Our programs have a direct impact on older individuals' physical and psychological health and can help improve their overall quality of life. We provide: recreational, social, and educational opportunities including classes such as Tai Chi and chair yoga, as well as seminars demonstrating proven strategies for maintaining optimum health, such as our extremely popular, *Aging Mastery Program (AMP)* and *A Healthier You* series. In

addition, we offer programming to help manage chronic disease; one on one case management, care coordination; we provide caregivers with educational opportunities and intensive personalized counseling; two social adult day programs for individuals who would benefit from spending the day in a safe and supportive environment, and transportation services. We also provide nutrition services via our Meals on Wheels Program and multiple community dining centers.

We are dedicated to expanding, enhancing and improving our programs and services to keep up with the changing times and to ensure that the older adults of our communities are safe, provided for, and that someone is looking in on them.

# A Year in Review

## Community Dining Program:

To be able to sit beside a friend or a peer and enjoy your meal offers so much more than just a meal. Isolation has a wide range of negative effects on both physical and mental health, contributing to a variety of health issues including depression, cardio-vascular disease, decreased memory and cognition, alcoholism, drug abuse, and altered brain function.

A great way to reduce loneliness is to have a meal at your local Senior Center or Community Dining Site. SSA operates eight such sites in Albany County. Our two newest sites are at the Ohav Shalom Apartments - Dinner on Wednesday's; and St. Vincent Apartments - Lunch on Monday/Wednesday/Thursday. SSA has been working hard to enhance the dining experience at all of our community dining sites and we are excited to be growing in number of attendees and sites annually!



## The 3rd Annual Newgate Luau was a Blast!!



The Meals on Wheels Kitchen created an awesome luau-themed menu and provided food for all to enjoy at the Newgate Social Adult Day Program Annual Luau. Rockin' Rob, the DJ, had everyone up and dancing, turning our Adult Day Program into a lively disco. He played all of our favorite songs, even adding to the fun by playing his own saxophone along with the music! We also enjoyed playing a musical game of *Pass the Fish*, which resulted in lots of laughter and bonding between our caregivers, our guests, and their families!



We were delighted to share the fun, food, and games with our guests and their loved ones and look forward to the event next year!



## Meals on Wheels Team helps Albany County residents stay independent



Sam & Maria are loving grandparents in their 90's, living on their own, who take pride in being independent. Recently, Maria took a bad fall, resulting in a broken neck, making their every day routine more difficult. That's when Meals on Wheels stepped in and provided them with a meal. Tony, their Meals on Wheels driver soon realized that this couple was sharing the one meal. After meeting with our counselors, arrangements were made for the couple to receive a hot meal each. Now, when Tony arrives each day at 11:30am he is able to deliver, two delicious meals! Sam and Maria are thankful that Meals on Wheels has allowed them the independence and ability to live together in their home.

## Watervliet Shoots Pool

The pool tournament held this past fall at the Watervliet Senior Center was enjoyed by many. With four teams competing fiercely for prizes, first place went to Jim and Mario who have remained undefeated for three matches! The second place prize went to Earl and Ed M. whose record was 2-1. A big thank you to Jeff from HUMANA who provided the refreshments!



## SSA's Elder Abuse Initiative

Now in the final year of your 3-year federal grant from the Office on Violence Against Women, SSA and its grant partners (Equinox, Albany County DSS, Albany County District Attorney's Office, and City of Albany Police Dept.) have achieved most of our grant goals. A Coordinated Community Response (CCR) Team has been formed to identify gaps in service and encourage collaboration across agencies. Training and education are a major focus of the elder abuse initiative, and on February 5, 2018, more than 50 professionals attended an interactive seminar on Financial Exploitation at SEFCU's Dora Maxwell Auditorium, in Albany. Keynote speakers Liz Loewy, Esq. of EverSafe, Forensic Accountant Karen Webber, CPA, and Sgt. Carman Rotella shared their expertise on ways



to investigate and prosecute elder financial abuse. Community education programs are available for senior groups and civic organizations in

an effort to raise awareness and help people understand how to identify and react to incidents of elder abuse in their work and everyday life.

## Trusted Transportation Partner Grant helps our local Seniors

**Congratulations to our partner, WestFair Rides** who received an ITNAmerica Grant, to access support from Regeneron Pharmaceuticals. ITNAmerica awards TTP grants to well-respected transportation nonprofits to support free or discounted rides to medical eye care appointments. This grant will provide older adults and visually impaired community members with free transportation to eye care services! This award also recognizes WestFair Rides as offering the highest quality transportation services for seniors. WestFair Rides is one of 44 nonprofit organizations nationwide to receive this recognition!

This is the second year, that SSA has benefitted from this grant. To date we have provided over **250** rides as part of this program.

Have you been putting off a visit to your eye doctor? Now is the time to call for a ride. Whether it's an ophthalmologist appointment, the optometrist, or even just a ride to get prescription eye glasses, WestFair Rides and Senior Services of Albany can get you there.



## Spring Came Early to Westview Senior Center

With spring just around the corner, the Westview Homes Senior Center enjoyed an afternoon of paint and sip. There were many talented participants and they enjoyed spending the afternoon together, laughing and catching up while painting. It is always fun to see how all of the paintings turn out!



# The Community Care Team at Work

## A story from our Social Worker, Sara!

Mr. B. was referred to Senior Services of Albany through the PASST Program. This program assists older adults being discharged from a hospital, back into the community. Mr. B. had suffered a major fall and broken bones in his arm, causing him to have a difficult time completing daily tasks and staying safe in his home. When Senior Services of Albany's social worker, Sara Riggins, went to Mr. B's home to visit with him, she was able to set him up with home care services, as well as start him on SSA's Meals on Wheels Program. These supports allowed for Mr. B. to remain safely and independently in his own home and kept him from returning back to the hospital.



**teamwork**

## 2018 Intern helps to make a difference!

As a second year Masters of Social Work student at University at Albany, Felicia had the opportunity to personally select her internship at Senior Services of Albany. SSA has hosted students from the University at Albany's School of Social Welfare and School of Public Health for many years; internships which enables them to gain valuable experience of working with the older adult population. Throughout this internship, Felicia has gained a wealth of knowledge by meeting with various stakeholders, attending multiple educational presentations, and working directly with older adults in various congregate sites that Senior Services of Albany operates.

With graduation on the horizon, Felicia wanted to gain even further experience in a different program provided by Senior Services of Albany, and has been hired as a part-time Associate for our Social Adult Day Programs. Not only has this internship been a valuable academic experience for Felicia, it has also helped strengthen her professional skill set. We know that Felicia has a bright future ahead!

## Health Insurance Counseling



The Health Insurance Information, Counseling, and Assistance Program (HIICAP) at Senior Services of Albany was in full swing during 2018, servicing over 1,000 older adults. This program assists Albany County Medicare eligible residents to navigate the Medicare maze.

We do this in a variety of ways and tailor our services based on the clients who call us for assistance. For example, a woman who recently moved here from out-of-state was concerned that she would not be able to find prescription coverage for a medication essential to her well-being. With some research, we found a plan that covered the brand name prescription she needed most and had been without under her previous coverage.

# Coming Together for our Cause

2018 was a record year for SSA's three special events:  
Third Age Achievement Awards, Travers Wine Tasting, and the Capital Region Senior Expo

## 22nd Annual Third Age Achievement Awards Recipients



T.Gregory Dewey, PH.D. - Education  
Barbara Hildreth - Volunteerism  
Robert W. Lazar - Volunteerism  
Bernadette Mayersohn—Volunteerism  
Edward Neary - Health & Human Services  
Kenneth Raymond - Business  
Kevin B. Tully, CPA - Business  
Michele Vennard - Business

Congratulations to all of our honorees that are doing wonderful and amazing things while living life to the fullest in their *third age*! On this afternoon we had over 250 people in attendance and raised over \$40,000!

Congratulations! You helped SSA raise more than **\$160,000** at the **20th Annual Travers Wine Tasting!** Because of the generous support of the Capital Region, Meals on Wheels and other senior services will continue. Thank you to our Event Chairs, Walt & Michelle Borisenok. With over 400 in attendance, 20 tables of wine, craft beers and fine foods, along with the auction items and raffles, this was a night to remember! A special thank you to all for making this night a success.



Senior Services of Albany hosted its 28th Annual **Capital Region Senior Expo** at Crossgates Mall. With more than 2,500 people throughout the day, enjoying all that the Expo had to offer, the day turned out to be a great success. The amazing vendors; workshops; food tasting; entertainment, and giveaways/ raffle prizes made this a fun and educational event. More than \$65,000 was raised to continue SSA's essential programs and services.

We would like to thank Crossgates Mall for its hospitality, as well as all of the event sponsors for making the Expo possible. Thank you to CDPHP, our Presenting Sponsor, we appreciate all of your support!



*Because of YOU*

*Thank you to all our donors, sponsors,  
community partners, and volunteers.  
You enrich the lives of seniors in  
the Capital Region every day with  
your gifts.*

## 2018 Program Outcomes

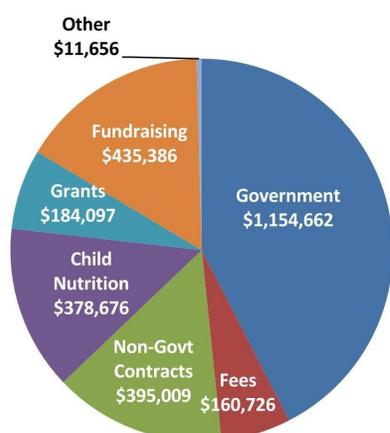
- 929 older adults enjoyed one or more of the 24,643 community meals with his or her neighbors, and 617 individuals participated in at least one recreational, educational or cultural activity at our various community dining sites across Albany County, including sewing classes, Paint and Sip, Aging Well Programs and more.
- 1,068 older adults received one-on-one Health Insurance Counseling (through HIICAP) and 4,981 benefited from one of our healthcare education programs.
- Our skilled case managers provided 187 clients with 902 hours of one-on-one case assistance; helping them complete forms to access needed services; advocating with and for them with utility companies, insurance carriers and landlords; and securing needed items like bedding, air conditioners, and food.
- 282,482 meals prepared and delivered from our Meals on Wheels kitchen!
- 18 dedicated staff and 220 volunteers helped prepare and deliver meals throughout the year.
- Our professional staff presented at numerous conferences and seminars, and conducted 70 educational programs, both online and in person, which were attended by 1,723 individuals.
- Our professional drivers provided 6,308 rides in 2018; taking people to medical appointments, community meal sites, social adult day programs, and an assortment of personal and recreational locations.
- More than 104 caregivers benefited from our telephone support groups, one-on-one counseling sessions, and educational programs.
- 58 seniors received more than 25,175 hours of care while spending their days with friends in a safe environment at our Social Adult Day Programs.

## Thank You to our 2018 Corporate & Community Partners



# 2018 Financial Statement

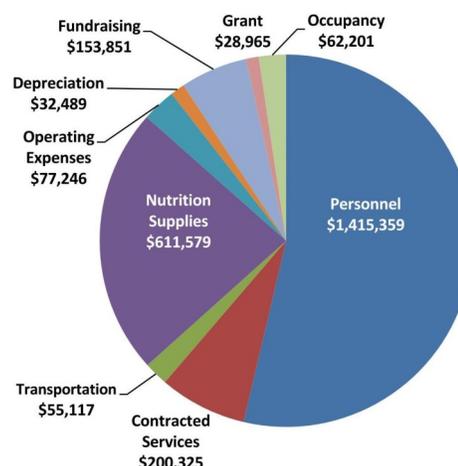
## Revenue



Senior Services of Albany revenue comes from many different sources. Government funds such as Albany County, the City of Albany, and NYSOFA, continue to be SSA's largest source of revenue.

## Expenses

Senior Services of Albany strives to maintain the lowest possible overhead costs in order to ensure the majority of SSA's expenses are utilized for programs for seniors to stay independent.



## Balance Sheet

	2018	2017
Cash on Hand	\$83,535	\$51,928
Accounts Receivable	\$458,201	\$418,246
Inventory	\$21,623	\$23,636
Prepaid Expenses	(\$731)	\$552
Other Current Assets	\$0	\$0
Fixed Assets	\$59,405	\$88,026
<b>Total Assets</b>	<b>\$622,033</b>	<b>\$582,389</b>
Accounts Payable	\$387,513	\$460,251
Deferred Income	\$39,905	\$29,585
Notes Payable	\$83,350	\$86,350
Other Current Liabilities	\$31,854	\$19,454
Payroll Liabilities	\$70,888	\$61,307
<b>Total Liabilities</b>	<b>\$613,510</b>	<b>\$656,947</b>
Equity	\$8,523	(\$74,558)
<b>Total Liabilities &amp; Equity</b>	<b>\$622,033</b>	<b>\$582,389</b>

The data provided above is as of December 31, 2018. Senior Services of Albany's fiscal year runs from January 1 to December 31. The financial information presented here was extracted from unaudited financial statements. Audited financial statements will be completed later this year.

## A look into the Future

# LifePath

**SSA will be Rebranding:** To ensure that we are meeting the needs of our clients now and into the future, we are rebranding. Senior Services of Albany (SSA) has been helping older adults remain independent and living in their communities for over 65 years. During those years our understanding of the aging process, and our society's perception of older adults, has changed; to remain relevant, we have had to update our program offerings, as well as our name. In 2019, we have again determined that we have, quite simply, outgrown our old name (SSA) and in May we will become LifePath.

Our organization has grown far beyond just providing *senior services*, into an organization specializing in helping people manage the various transitions we all experience as we get older from exploring options for in-home care, to connecting caregivers with resources, to helping families make informed decisions that best fit their lifestyle.

As a new age dawns we look forward to continuing our relationships with those in our communities.

Let the good times  
**Roll!**

**2019**

**UPCOMING  
EVENTS**

**23rd Annual Third Age Achievement Awards**  
May 10, 2019

**21st Annual Travers Wine Tasting**  
August 23, 2019

**28th Annual Senior Expo**  
October 18, 2019

**2nd Annual Taste of Cohoes**  
October 30, 2019

For more information or to attend or sponsor an event, call the Development Office at 465-3322.



Senior Services of Albany (soon to be LifePath) has not only outgrown our name, we've outgrown our office space! Therefore, our administrative offices, currently located at 32 Essex Street in Albany, will be moving. Our new location is yet to be determined however rest assured, nothing will change. We will still be offering the same great services, just from a new address!

### What is on your bucket list?

Take up line dancing, learn a new skill, look up an old friend...or something more adventurous?



Embracing growing older can be difficult, but it is also empowering. As we change our name from Senior Services of Albany to LifePath, we change from a traditional Senior Center into a Living Center. We want to help you to live life to the fullest, as you age well!

What is on your *bucket list*?!

## How You Can Help

### Volunteering Opportunities

Senior Services of Albany could never meet the needs of our older neighbors without the help of our amazing volunteers. **We need you!** Regardless of how much or little time you have to give, regardless of where your interests and talents lie, we have a spot for you. Come and deliver meals; become a health information and insurance counselor; do arts and crafts or other activities with the guests at one of our Adult Day programs; or provide administrative help in the office. Call Kelly Casler today at (518) 935-2307 or visit our website at [www.seniorservicesofalbany.com](http://www.seniorservicesofalbany.com) for more information.

wish list

### View our Wish List

We always need something... please call our Development office at (518) 465-3322 or visit our website: [www.seniorservicesofalbany.com](http://www.seniorservicesofalbany.com) and view our *Wish List* under *About SSA*.

WE ARE  
**Meals On Wheels**  
So no senior goes hungry™

### Making a Monetary Donation

Monetary donations are greatly appreciated and are essential to continue our work. Make a one time gift or possibly a monthly donation. Consider including Senior Services of Albany in your will and leaving a legacy gift behind for your neighbors and friends in need. Call Maria Jones at (518) 465-3322 for more information.

### Sponsorships for Businesses

Find out how partnering with Senior Services of Albany can help your organization and the seniors in your community. We have a sponsorship opportunity for all budgets.

### 3rd Party Event

Have a party, plan a bowl-a-thon, start a challenge... Host a fundraiser and donate the proceeds to Senior Services of Albany.



Offering Choice, Independence and Dignity



## LOCATIONS

**Town of Berne Community & Senior Services Center - Community Dining**  
1360 Helderberg Trail | Berne, NY 12023

**St. Vincent's Apartments - Community Dining**  
475 Yates Street | Albany, NY 12208

**The Frank Chapman Memorial Institute Community Dining**  
340 First Street | Albany, NY 12206

**Watervliet Senior Citizens Center & Community Dining**  
1501 Broadway | Watervliet, NY 12189

**Cohoes Multi-Service Senior Citizens Center & Community Dining**  
10 Cayuga Plaza | Cohoes, NY 12047

**Westview Homes - Community Dining**  
680 Central Ave. | Albany, NY 12206

**Ohav Shalom Apartments - Community Dining**  
115 Krumkill Road | Albany, NY 12208

**Cohoes Companions Social Adult Day Program**  
10 Cayuga Plaza | Cohoes, NY 12047

**South Mall Senior Center - Community Dining**  
101 South Pearl St. | Albany, NY 12207

**Newgate Social Adult Day Program**  
760 New Scotland Ave. | Albany, NY 12208

### Administrative Office:

32 Essex Street | Albany, NY 12206

Phone: 518-465-3322 | Fax: 518-465-6188

[info@seniorservicesofalbany.com](mailto:info@seniorservicesofalbany.com) | [www.seniorservicesofalbany.com](http://www.seniorservicesofalbany.com)



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