



Facing the Challenge

2010-2011





The Challenge to do Good

**Linda M. Valentine
President &
Chief Executive Officer**

Managing a non-profit organization today is a little like taking a roller-coaster ride; slow and steady progress upward punctuated by the occasional steep drop. This past year was a good reminder of why that kind of ride is only thrilling at an amusement park where the effect is temporary at best.

When the government budget crisis resulted in drastic cuts to public funding of social service programs, we were able to avoid the worst effects of a sudden plunge. Thanks to long-range planning and the quick response of a number of our supporters, we continued to meet most of our service targets, but I confess I would prefer not to take that ride again.

Every division of the agency was affected; we took a closer look at every operation in every department, and sought out processes that could be streamlined. Even so, we faced the fact that some reduction in both our staffing and our services was unavoidable.

How do you make those decisions? With sadness, and the hope that you will be able to regain lost ground. Nevertheless, we must take pride in what we have accomplished during a difficult season. I cannot say enough good things about the way our staff rallied and dug in to get the job done.

There are always new challenges when providing services to the older adult population, and the needs grow exponentially as the

largest single generation in the nation enters the second half of their lives. We cannot allow ourselves to get bogged down by the 'if only's' when there is work to be done, and we won't accept that there is nothing we can do to make it better.

This past year we expanded our development goals, and were rewarded with a number of funding awards that went a long way toward stabilizing our budget. We plan to do even more in the coming year, to further offset any future budget cuts.

We are also examining ways to work in partnership with others, both in the public and private sector. As we seek out new models for our service delivery, we can already see that choices we made to convert to paperless recordkeeping systems, and venture further afield in generating additional funds through our fee-for-service programs will pay off. Better integration of programs within the organization, and coordination with other agency partners will also play a role.

We cannot forget the lessons of the past year, but most importantly, we know we can count on you, our supporters, to be there. Your faith in us, and your trust, are what sustain us. Thank you.

Luigi M. Valente

Our Challenges

- to Restore Balance*
- to Train & Prepare*
- to Inform & Connect*
- to Foster Dignity & Independence*
- to Support Good Health*
- to Invite Participation*
- to Expand Our Range*
- to Innovate for Growth*
- to Expand Financing*
- to Encourage Involvement*
- to Engage the Public*
- to Achieve Our Goals*

to Restore Balance

When drugs or alcohol become a destabilizing factor in the life of an older adult, D. Bruce Mansfield Center can offer the kind of focused care that will move them back on the path and into a more manageable lifestyle. A team of professionals, using a practical approach, aid the person in uncovering the issues that underly the addictive behavior and work hand-in-hand with the client to model new ways of dealing with those difficulties and restoring equilibrium.



D. Bruce Mansfield Center Division

Programs offered

- Assessment/Case Management
- Individual & Group Counseling
- Women's Program
- Brown Bag Medicine Program

Services provided

- 2,872 hours of case management
- 584 hours of individual counseling
- 70 clients received Intensive Outpatient services
- 202 hours of assessment
- 4,068 hours of group counseling
- 2,207 hours of outreach training for professionals and students
- 14 hours of crisis intervention
- 155 referrals
- 84 admissions into treatment

to Train & Prepare

Mature workers are still the largest segment of the workforce, and as they try to cope with a changing marketplace it is important to provide them with the opportunity to increase skills through training. We offer a number of different training programs, including paid on-the-job experience, classes on the new job search techniques, peer mentoring, customer service training, and a variety of customized training and workshops.

Programs offered

- Senior Community Service Employment Program (SCSEP)
- Employer Based Training
- Customized Skill Training
- Job Club
- Job Search Cooperative
- Customer Service/Call Center Training
- Resource Rooms & Computer Labs

Services provided

- 1,331,580 hours community service provided by SCSEP trainees in 806 agencies in 41 counties
- 2,173 trainees enrolled in part-time work experience prepared to transition into employment
- 7,060 visits by job seekers
- 7,703 volunteer hours



• In 41 Ohio Counties with a total of 16 regional offices

*Senior
Employment
Center
Division*

to Inform & Connect

The Senior Employment Center serves businesses throughout Ohio by facilitating events for employers and their representatives to get together to promote partnerships and share experiences. Through active partnerships, businesses become more aware of issues facing older workers, and how hiring an older worker can benefit a business through reduced turnover, better work ethic and more stability.



*Senior
Employment
Center
Division*

Programs offered

- Business Advisory Board
- Business-to-Business Networking Events
- Employer Based Training Program (underwrite cost of initial training on the job)
- Mini-Job Fairs
- Annual Job & Career Fairs
- Entrepreneur Workshops

Services provided

Mature Staffing Systems

- Pre-screening of candidates
- Temporary and temp-to-hire
- Rent-a-Mentor and Step-down Retirement Plans
- Job sharing strategies

to Foster Dignity & Independence

The ability to maintain independence is crucial to our aging population; it confers dignity on the individual and allows them to continue to live independently. Our Homecare & Supportive Services program provides the ongoing help necessary to support that independence. Cleaning, meal preparation, laundry, shopping and personal care for older adults and individuals with disabilities are all part of making it possible for them to stay in their homes and communities; it means they will continue to be there to share the wisdom of their experience and help stabilize their neighborhoods.

Programs offered

- Homecare
- Supportive Services

Services provided

- 22,992 hours of homemaker/health aide services
- 2,785 hours of direct chore services
- 205 older adults assisted in accessing benefits and community resources



*Homecare &
Supportive
Services
Division*

to Sustain Good Health

A good diet is a cornerstone of healthy aging, and our Nutrition Division works daily to provide well-balanced meals to older and disabled adults, whether by delivering meals to them at home, offering meals at congregate meal sites, or providing emergency food orders and fresh produce coupons. Knowing that there will be food each day gives our clients peace of mind to concentrate on getting the most out of every day.



Nutrition & Farmer's Market Division

Programs offered

- Congregate meals
- Home delivered meals
- Emergency Food Pantry
- Farmer's Market

Services provided

- 48,733 Nutritious meals to 582 adults in congregate meal sites
- 1,127 emergency food orders, equivalent to 20,300 meals
- 28,185 Nutritious meals to 126 older/disabled adults
- 6,750 food voucher coupons for fresh produce distributed to 675 older adults

to Invite Participation

Retired and Senior Volunteer Program (RSVP) supports older Americans who wish to remain active and make a difference in their communities. By linking volunteers with non-profit agencies where their time, interest, talents, knowledge and experience are most effectively utilized, over 60 local organizations throughout Summit and Medina counties benefit. RSVP staff can help individuals find the perfect volunteer match to meet important needs in their communities.

Projects

- Grand Pals
- RSVP TV Crew
- Telecare - Phone Reassurance
- Intergenerational service activities
- Special Projects

Service Area

- Summit County
- Medina County

Services provided

- 61,296 hours of volunteer service
- 514 program volunteers
- 60 plus agencies served



Volunteer Benefits

- Supplemental volunteer insurance
- Mileage assistance for special projects
- Annual Recognition Banquet
- Personalized volunteer assessment

RSVP
Retired and
Senior
Volunteer
Program

to *Expand Our Range*

Economics play a role in everything we do. If we want to be sure we can continue to serve our neediest clients, we must actively seek out new ways to generate the money necessary to support our various programs. Over the years we have become skilled at delivering certain services, and now we no longer limit those to our usual client base. We have added several fee-for-service components that allow the general public to benefit from our experience and use us as a resource. The quality of the services remains the same, and the fees generated by these options may be put back into supporting other aspects of the agency's work.



Cleaners to the Rescue



Festive Food Catering



Stay@HomeCare

to Innovate for Growth

Just as our lives change from day to day, so must the programs and services we offer to keep pace with the demands. Each year we plant the seeds for the next. While cultivating our current programs we continually explore new options for improving service to older adults. Plans for the coming year include a continuing emphasis on making internal processes paperless wherever possible. A new computerized payroll system, a more comprehensive system to process and maintain records for the Senior Employment Center division, and an online application system for Mature Staffing Systems are among other methods we will implement to achieve this goal.

Planned for 2011-2012

- RSVP promoting Healthy U chronic disease self-management training & classes
- Call Center software upgrade and expansion to automated outbound messaging service
- Job Club expansion using Distance Learning and an increase in Job Search Cooperatives
- Nutrition offering ServSafe® training program and developing individual packaging to increase client meal options for home delivery meals.
- Emphasis on cooperative marketing with corporate partners



- Expansion of counseling services at D. Bruce Mansfield Center
- Increase Homecare focus on Grandparent/Kinship caregivers

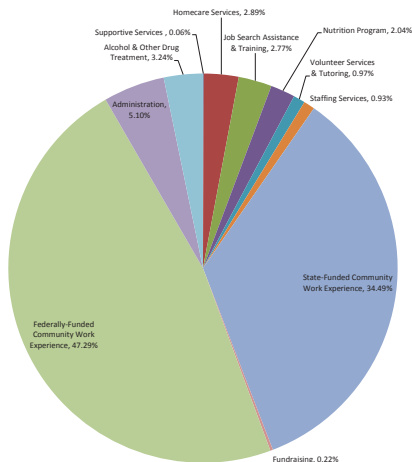


to Expand Financing

Financial Report

An audit of the financial statements of Mature Services, Inc. was performed by Bober, Markey, Fedorovich & Company. The financial information in this report has been extracted from the financial statements covered by their report of independent auditors dated December 12, 2011, in which Bober, Markey, Fedorovich & Company expressed an unqualified opinion. The audited financial statements and Bober, Markey, Fedorovich & Company's report thereon may be reviewed upon request at Mature Services, Inc.

Allocation of Agency Resources



STATEMENT OF ACTIVITIES

For the Year Ended September 30, 2011 with comparative totals for Year Ended September 30, 2010

	2011	2010
REVENUES, GAINS AND OTHER SUPPORT		
Fees and grants from governmental agencies	\$ 16,902,170	\$ 16,488,855
Contributions	191,579	150,618
Fees and grants from non-governmental agencies	-	35,598
Program service fees	221,352	163,469
Other public support	97,882	88,002
Interest income	1,057	925
Gain on sale of assets	-	4,250
Other revenue	<u>28,593</u>	<u>25,191</u>
TOTAL REVENUES, GAINS AND OTHER SUPPORT	17,442,633	16,956,908
EXPENSES		
Program Services -		
Homecare:		
Homemaker/HHA services	\$ 461,503	\$ 449,066
Chore services	39,141	28,460
Supportive Services	9,984	17,755
Alcohol and other drug services	560,135	583,230
Educational/Cultural services	-	36,881
Employment and Training services	14,789,060	14,335,292
Volunteer services	167,216	111,548
Nutrition services	<u>353,662</u>	<u>359,427</u>
TOTAL PROGRAM SERVICES	16,380,701	15,901,659
Supporting Services -		
Management and General	882,293	908,436
Fundraising	<u>38,665</u>	<u>29,996</u>
Total Supporting Services	<u>920,898</u>	<u>938,432</u>
TOTAL EXPENSES	<u>17,301,599</u>	<u>16,840,091</u>
CHANGE IN NET ASSETS	141,034	116,817
NET ASSETS AT BEGINNING OF YEAR	<u>531,528</u>	<u>414,711</u>
NET ASSETS AT END OF YEAR	<u>\$ 672,562</u>	<u>\$ 531,528</u>

Community Partners

Akron Community Foundation
Akron Metropolitan Housing Authority
Arbor E & T LLC
Area Agency on Aging, Inc., 10B
Bath Church Women's Christian Fellowship
Bober, Markey, Fedorovich & Company
Lisle M. Buckingham Fund of the Akron
Community Foundation
The Mary S. & David C. Corbin Foundation
City of Akron
Corporation for National and Community
Service
County of Summit, Alcohol, Drug Addiction
and Mental Health Services Board (ADM
Board)
County of Summit, Department of Job &
Family Services
Cuyahoga County Department of
Workforce Development
Emergency Food and Shelter Program (EFSP)
Hamilton County Job & Family Service
Kaiser Permanente-Thriving Community Grant
Mahoning & Columbiana Training Association
The John A. McAlonan Fund

The R. C. Musson and Katherine M. Musson
Charitable Foundation
Northern Ohio Golf Charities Foundation &
Bridgestone Invitational
Ohio Department of Aging
Ohio Department of Alcohol and Drug
Addiction Services
OMNOVA Solutions Foundation
Roetzel & Andress
SummaCare Health Plan
Summa Health System
Target
United States Department of Labor
Walmart Foundation
Women's Christian Fellowship
United Way of Summit County

to Encourage Involvement

Thank you to the agencies,
foundations, corporations
and government entities for
financially supporting the
work of Mature Services, Inc.



to Engage the Public

Participating Restaurants

Angel Falls Coffee
The Bistro of Green
EK's Sweet Potato Tarts
Fairlawn Country Club
Festive Food Catering
Hale Farm & Village
Moe's Restaurant
The Office Bistro
The Olde Harbor Inn
Saffron Patch of Akron
Samira
Sheraton Suites of Akron
Splendid Fare Catering & Events
Sugo Bistro
Sushi on the Roll
West Point Market



*The Melting Pot~
A Taste of Many Nations
Annual Fundraising Event*

Crystal Sponsors

- Larry & Jan Frank

China Sponsors

- Bath Manor & Windsong Skilled Nursing & Rehabilitation Center
- Brennan, Manna & Diamond LLC
- ComDoc
- Omnova Solutions Foundation
- SummaCare

Contributing Sponsors

- Akron Metropolitan Housing
- Albrecht, Inc.
- Area Agency on Aging 10-B
- CPI-HR
- Jackson Lewis, LLP
- Primelink Solutions
- Stephen Shamrock
- West Point Market



to Meet Our Goals

Mission Statement

Mature Services, Inc. promotes successful aging by providing the highest quality programs and services to support, strengthen, and empower adults as they age. Mature Services is an equal opportunity employer and service provider.

Board of Directors 2010-2011

Lee S. Walko, Esq - *Chair*
James R. Loveless - *Vice-Chair*
Andrea K. Babjack - *Treasurer*
Natalie Stemple - *Secretary*
David M. Barnhardt
Cynthia P. Bayer
Michael H. Demagall
Pamela A. Hawkins
Richard J. Horak, CPA
Stephen Shamrock
Harvey Sterns, PhD
Barbara A. Venesy, JD, MSN

Emeritus Board Member

Thomas R. Fuller

Leadership Team

Linda M. Valentine - *President/Chief Executive Officer*
Inese Alvarez - *Director of RSVP*
Jonathan Banks - *IT Department Manager*
Sue Henige - *Human Resources Manager*
Penny K. Holvey - *Director of Homecare*
Laura Kidd - *Director of D. Bruce Mansfield Center*
Catherine Lewis-Beaverly - *Nutrition Manager*
Kathleen McLaughlin - *Marketing & Communications Manager*
Paul Magnus - *Vice President for Workforce Development*
Heidi Steranka - *Chief Financial Officer*





415 S. Portage Path
Akron, Ohio 44320
www.matureservices.org