



KEEPING PACE WITH THE  
CHANGING NEEDS OF OLDER ADULTS.

MATURE SERVICES, INC. ANNUAL REPORT  
2012-2013



# SETTING THE PACE

## MAKING THE RIGHT CHOICES TO SECURE THE AGENCY'S FUTURE

Operating a nonprofit organization and seeking to provide needed services to older adults presents many challenges, the biggest challenge being deciding on the best plan of action.

One option is picking one thing and focusing everything on that one service to the exclusion of all else. Such specialization can be practical, but very limiting.

With so many different needs existing, a tempting option is to rush ahead and establish programs to meet each and every one of them. Then follows the nearly impossible task of funding those programs at appropriate levels and maintaining quality of service. Exciting, but it can lead to a lot of confusion and poorly executed ventures.

At Mature Services, we have opted not to put all our eggs in one basket, nor do we want to attempt so much that we end up with broken dreams. Over the years, our pattern has been to add services one at a time, nurturing each before adding another. This practice has allowed us to provide a consistent level of service in each of our chosen areas. Progressing at a deliberate pace gave us time to evaluate each service area and build a strong program.

This past year has taught us that we can do more with less, as long as we have reasonable expectations and a good overall plan of operations. But the group we serve is ever-expanding, as are their needs, and we must take steps to keep pace without losing ground.

Changing times can mean shifting priorities, so we embarked on a year of evaluation to create a five year strategic plan for the agency. We conducted surveys of our staff, our clients, our funders and partners and all of the other stakeholders who are involved with our organization's success.

As we conducted this process, it was inevitable that we would find areas that need improvement, delivery methods that could be streamlined and other changes that need to be made. We also knew that with the expanding number of people who are moving into our service group, we would hear recommendations about what we should add in the way of new services and programs.

The end result was a comprehensive Strategic Plan for the five year period from 2013 - 2018. It charts a course for us and serves as a practical way to communicate to everyone where Mature Services is going.

Growth is an important part of keeping anything vital, and our agency is no exception, so in the years ahead we will be looking closely at current trends in our field as well as all the new tools and techniques available to us. But we will also be guarding against the temptation to take on too much. Each area of service will be carefully considered for financial viability, quality of service, methods of operation, management and whether it is appropriate to the needs of the times. Our goal is to make sure we choose wisely so that our agency continues to be financially healthy as well as a viable contributing member of the community. Anything less would be a true disservice to the people who rely on us.

In closing, let me invite you to join us on this journey toward the future. Your support and contributions have always been an integral part of our success, and we value your partnership and participation as we seek to expand our horizons and achieve our service goals.

Thank you.



Linda M. Valentine  
President and Chief Executive Officer





## BROWN BAG MEDICATION REVIEW

### AVENUES TO RECOVERY SERVICES

- 172 individuals received services
- 3,377 hours of case management
- 291 individual counseling hours
  - 67 clients received IOP services
  - 291 hours of assessment
- 1,280 hours of group counseling
  - 75 hours of crisis intervention
- 1,094 hours of outreach were conducted
- 300 hours of training
- 103 education contacts
  - 18 individuals participated in the Brown Bag Medication Review program
- 142 hours of peer coaching and mentoring
  - 4 hours of recovery and support
  - 15 hours of mental health counseling
  - 42 hours of PASSPORT counseling
- 142 referrals received
- 107 admissions to treatment



Our Brown Bag Medication Review gives people a chance to talk with a professional about their medications, including over-the-counter and vitamins, to be sure there are no safety issues.

Brown Bag Medication Review

### HEMOCARE PROGRAM SERVICES

- 22,364 hours of homemaker/home health aide services provided
- 130 clients received services
- 621 hours of chore provided
- 108 clients received services

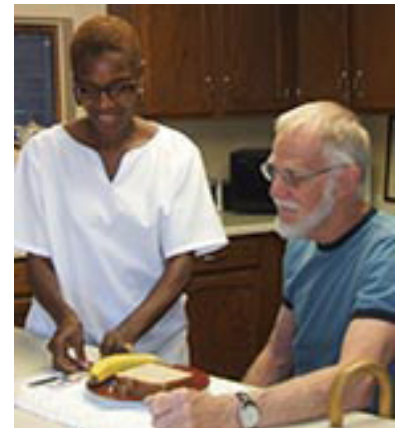
Available in Summit, Stark, Wayne and Portage Counties

Comparable homocare and cleaning services are available to private-pay patients on a sliding scale basis, with fees used to support the other programs.

### SUPPORTIVE SERVICES

- 111 hours of supportive services to provide individual assistance in assessing client's eligibility for additional services
- 229 clients benefited from this assistance

Cleaners TO THE Rescue  
Experienced  
Bonded  
Dedicated  
Safe  
Reliable



STAY @ HomeCare Service





## PEACE OF MIND

Age has a profound impact on all parts of our lives, but it can prove to be particularly daunting for those facing mental health and substance abuse issues.

When its time to reach out for help in getting lives back on track, Mature Services Avenues to Recovery offers valuable guidance, assessment, mental health counseling, treatment and support through recovery.

Older adults have unique needs, and personalized treatment plans are designed to include individual and group counseling. Integrated with other services such as transportation, it can provide what is needed to restore balance.

A Women's Program addresses those needs specific to women facing these challenges.



## INDEPENDENCE

Faced with managing complex health issues and daily life challenges alone, many older adults and those with disabilities would be forced to give up their homes and move to a nursing center.

Mature Services Homecare provides the vital assistance that can rescue them from this fate and allow them to continue living independently and with dignity at home.

Whether providing basic services like housekeeping, picking up medications and food, or accompanying them to appointments, our home health aides are there. Those who need more personalized care, such as assistance to get in and out of the bath, wash their hair or help take medications, find our professionals ready to help.

Services are available for both public or private pay clients.



## EMPLOYMENT & TRAINING SOLUTIONS

- 1,141 individuals were enrolled in part-time work experience
- 158 transitioned into regular employment
- 478 agencies benefited from
- 658,147 hours of community service provided by Senior Community Service Employment Program trainees
- 12,305 targeted training hours were provided
- 3,580 resource room visits by job seekers making use of computers and other job search tools or assistance
- 724 individuals attended Job Club classes
- 800 job seekers attended Mature Worker' Job & Career Fairs
- 34 employer representatives participated

Mature Services Employment & Training Solution services may vary at different locations.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) is available in 40 counties, through 8 regional offices for adults 55 and older.

CUSTOMER SERVICE/CALL CENTER LAB is a Training Center only available in the Akron area to individuals who qualify for SCSEP.

JOB CLUB is available at the Akron office to individuals 50 or older regardless of income.

MATURE STAFFING SYSTEMS is a fee-based program offered in Ohio through four regional offices in Akron, Canton, Columbus and Cincinnati.

## RETIRED SENIOR VOLUNTEER PROGRAM -RSVP

- 21 organizations benefited
  - 31,134 service hours provided
  - 341 volunteer program participants
- Serving Summit and Medina Counties

Corporation for  
**NATIONAL & COMMUNITY SERVICE**



## 23RD ANNUAL MATURE WORKERS' JOB & CAREER FAIR

Mature Services Employment & Training Solutions actively engages in partnerships with the employer community through our annual event as well as smaller targeted job fairs, on-site hiring, business networking events and our Business Advisory Board. We enhance our Job Club training programming with value-added services including Job Club alumni networking, collaborative job search through our Job Search Cooperatives and customized training options such as Employer Based Training Program.



## TV CREW WINS PHILO T. FARNSWORTH AWARD FOR SPECIAL ON SOCIAL SECURITY

Some volunteer opportunities

In Summit County: Healthy U, Tai Chi, CATCH Kids, Telecare, Shopping Matters, Wadsworth Community Television Show on WCTV  
In Medina: CERT (Community Resources Response Training and VRC Center.)





## OPPORTUNITIES

The digital revolution and globalization have changed the workplace forever, and mature workers need to be ready to meet the new challenges.

Computer classes, updated job interview techniques, Internet search skills - all these and more are offered by Mature Services Employment & Training Solutions so that older adults can continue to be fully contributing members of their community.

Paid internships serving local non-profit and government agencies place Senior Community Service Employment Program (SCSEP) participants in real work situations where they polish skills and build their confidence and marketability before moving back into the workforce.



## PARTICIPATION

There are no rules that dictate older adults can no longer continue to contribute to their community once they retire. Mature Services Retired Senior Volunteer Program (RSVP) can find the best place to apply the skills and talents developed over a lifetime.

Each year, hundreds of people benefit from the volunteer hours donated by the members who facilitate programs like the Catch Kids Obesity Prevention Program, the Healthy U classes for learning to live better with chronic disease and Pantry Partners handling food collection and distribution, to mention just a few.

Area schools and non-profits also benefit greatly from all the thousands of volunteer hours that support their daily operations.



## NUTRITION PROGRAM SERVICES

41,123 nutritious meals served to  
344 adults/adults with disabilities at  
congregate sites

### NUTRITION CENTER CONGREGATE MEAL SITES

- Collinson Apt.
- Green Retirement Ctr.
- Lauer Building
- Mayflower Manor
- Saferstein Tower I
- Sutliff Tower II
- White Pond Villa

### HOME DELIVERED MEALS

40,585 nutritious meals home delivered to  
221 adults/adults with disabilities  
Available in Summit, Portage and  
Stark counties

### FARMERS' MARKET

Participating sites throughout Summit,  
Stark and Wayne counties

9,430 food vouchers distributed to  
943 older adults

### EMERGENCY FOOD (Available at Akron office)

1,395 emergency food orders which is  
the equivalent of  
34,990 individual meals



## NUTRITION'S NEW HOME

New location at the Lauer Building  
through a partnership with Akron  
Metropolitan Housing Authority

## UNIVERSITY OF AKRON PAY-IT-FORWARD PROGRAM



Mature Services was the beneficiary of an innovative program at the University of Akron called Pay It Forward. This group of eager students offered their time and talents to help us put together a new growth model for our Nutrition Program, specifically the Home Delivered Meals program, and their plan won the prize. Mature Services received a \$2,500 check to be applied toward the purchase of a new walk-in freezer that will make it possible to buy in bulk.





## GOOD HEALTH

Quality of life for older adults is dependent, in part, on maintaining a good diet. Poor nutrition leads to lower resistance to infections, can interfere with the effectiveness of medications and seriously impact other health issues.

Many who live in large senior apartment complexes can count on a hot meal prepared and delivered to their community room as part of the Mature Services Nutrition Center's Congregate Meals program.

Home delivered meals are the best way to ensure stability in the diets of older adults who cannot get out and with Mature Services Nutrition program they can select from a menu to meet dietary needs.

All meals are prepared by professional staff using ServSafe guidelines.

## VOLUNTEERS AND THE "CAN DO CREW"



This past year we established the 'Can Do Crew' to recruit volunteers and to help us expand our reach in the local community.

Whether they came as part of the United Way Day of Caring, or were participating in community service days at their university, the volunteers came and made a difference.





# "THE MELTING POT ~ A TASTE OF MANY NATIONS" ANNUAL FUNDRAISING EVENT

## PARTICIPATING RESTAURANTS

Aladdin's Eatery in Fairlawn  
 Angel Falls Coffee  
 D'Agnese's Trattoria and Cafe'  
 Milich's Village Inn  
 New Era Restaurant  
 Nicoletti's Park Place  
 Saffron Patch of Akron  
 Siamone's  
 St. George/TLC Catering  
 Tomaso's Italian Villa  
 Village Gardens Restaurant  
 West Point Market

## CHINA SPONSORS

Area Agency on Aging 10B, Inc.  
 Brennan, Manna & Diamond LLC  
 ComDoc  
 Employee Benefits International  
 Larry and Jan Frank  
 SummaCare  
 Summit County ADM Board  
 West Point Market  
 Kim Ray

## CONTRIBUTING SPONSORS

Akron Metropolitan Housing Authority  
 Albrecht, Inc.  
 Amer Insurance  
 Jackson Lewis, LLP  
 Ledgeview Partners, LLC  
 Massillon Cable TV  
 Medical Mutual of Ohio  
 Paycor  
 Primelink Solutions  
 Rick & Mary Horak  
 Stephen & Marybeth Shamrock

## CHEF SPONSORS

Bober, Markey, Fedorovich & Co.  
 Chase Bank  
 FirstMerit Bank  
 Interim Healthcare  
 International Institute of Akron  
 Main Sequence Technology, Inc.  
 Natalie Stemple  
 Omnova Solutions  
 Sheakley Unicomp  
 White Pond Villa/PK Management, LLC

## FLORAL LEVEL

Canal Pointe Nursing & Rehab  
 Delivery Concepts, Inc.  
 Donae Ceja



The best part of providing services in this community for over 38 years is knowing that we can count on support for our endeavors. Our annual fundraiser always brings out the best in our supporters and this year was no exception. Our friends came and enjoyed the ethnic foods and bought the auction items. We raised almost \$30,000, money that was applied to maintaining current service levels.



Congratulations to our winning chefs. Left to right: Most Original - Aladdin's Eatery in Fairlawn, Best Presentation - West Point Market Cheese Display, Best Tasting - Saffron Patch and on the right, People's Choice Award to St. George/TLC Catering.



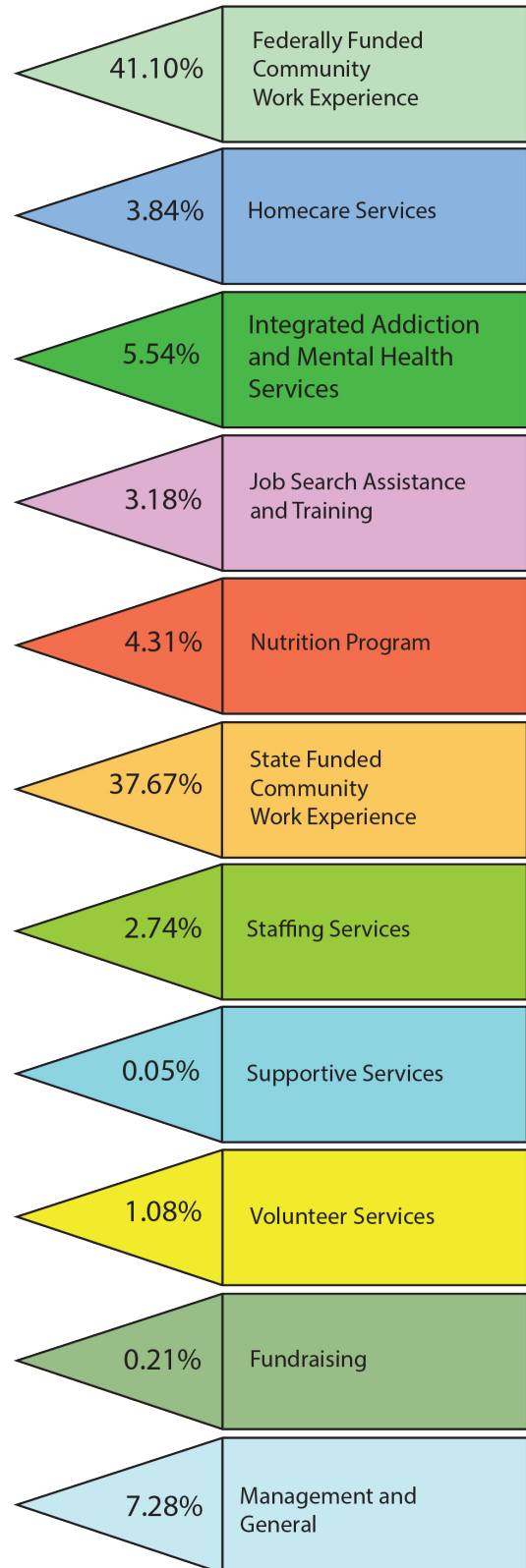


# FINANCIAL REPORT

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 11, 2013, in which Bober, Markey, Fedorovich & Company expressed an unqualified opinion. The audited financial statements of Bober, Markey, Fedorovich & Company's report thereon may be reviewed upon request at Mature Services, Inc.

## STATEMENT OF FINANCIAL POSITION September 30, 2013 and 2012

	2013	2012
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	\$ 1,309,915	\$ 834,641
Grants and contracts receivable	569,808	622,725
Prepaid expenses	42,408	37,525
<b>TOTAL CURRENT ASSETS</b>	<b>1,922,131</b>	<b>1,494,891</b>
<b>NONCURRENT ASSETS</b>		
Fixed assets, net	118,825	73,056
Deposits	1,000	1,000
<b>TOTAL NONCURRENT ASSETS</b>	<b>119,825</b>	<b>74,056</b>
<b>TOTAL ASSETS</b>	<b>\$ 2,041,956</b>	<b>\$ 1,568,947</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Current portion of capital lease	\$ 4,168	\$ 4,750
Accounts payable	119,400	120,615
Accrued payroll and related expenses	763,383	681,590
Unearned revenue	267,434	11,312
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,154,385</b>	<b>818,267</b>
<b>NONCURRENT LIABILITIES</b>		
Capital lease, net of current portion		4,168
<b>NET ASSETS</b>		
Unrestricted	887,571	739,850
Temporarily restricted	-	6,662
<b>TOTAL NET ASSETS</b>	<b>887,571</b>	<b>746,512</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 2,041,956</b>	<b>\$ 1,568,947</b>



## STATEMENT OF ACTIVITIES

For the Year Ended September 30, 2013 with comparative totals for Year Ended September 30, 2012

	2013	2012
<b>REVENUES, GAINS AND OTHER SUPPORT</b>		
Fees and grants from governmental agencies	\$ 10,624,081	\$ 11,183,979
Contributions, including in-kind	230,545	172,421
Program service fees	396,741	222,414
Other public support	94,902	79,283
Interest income	418	383
Other revenue	19,560	23,726
<b>TOTAL REVENUES, GAINS AND OTHER SUPPORT</b>	<b>11,366,247</b>	<b>11,682,206</b>
<b>EXPENSES</b>		
<b>Program Services</b>		
<b>Homecare</b>		
Homemaker/HHA services	\$ 406,895	\$ 382,395
Chore services	23,892	14,445
Supportive services	6,075	7,743
Integrated addiction and mental health services	622,381	614,233
Employment and training services	8,720,895	9,239,209
Volunteer services	120,801	101,201
Nutrition services	483,868	368,197
<b>Total program services</b>	<b>10,384,807</b>	<b>10,727,423</b>
<b>Supporting Services</b>		
Management and general	816,814	841,549
Fundraising	23,567	39,284
<b>Total supporting services</b>	<b>840,381</b>	<b>880,833</b>
<b>Total expenses</b>	<b>11,225,188</b>	<b>11,608,256</b>
<b>CHANGE IN NET ASSETS</b>	<b>141,059</b>	<b>73,950</b>
<b>NET ASSETS AT BEGINNING OF YEAR</b>	<b>746,512</b>	<b>672,562</b>
<b>NET ASSETS AT END OF YEAR</b>	<b>\$ 887,571</b>	<b>\$ 746,512</b>

## FUNDING PARTNERS

Akron Metropolitan Housing Authority  
Akron Public Schools - OASIS  
Area Agency on Aging, Inc., 10B  
Austen Bioinnovation Institute in Akron  
Bath Church Women's Christian Fellowship  
BJ's Charitable Foundation  
Cabot Creamery Cooperative, Inc.  
Centene Management Company LLC  
City of Akron  
Corporation for National and Community Service  
County of Summit  
County of Summit Alcohol, Drug Addiction and Mental Health Services Board (ADM Board)  
County of Summit Department of Job and Family Services  
Cuyahoga County Department of Workforce Development  
Emergency Food and Shelter Program (EFSP)  
GAR Foundation  
Georgiann Zollinger  
John A. McAlonan Fund of Akron Community Foundation  
Kaiser Foundation Health Plan of Ohio  
Keith L Sechler  
Kimberly Fruth  
Kimberly Ray  
Northern Ohio Golf Charities Foundation, Inc.  
Ohio Department of Aging  
Ohio Department of Mental Health & Addiction Services  
Portage County Department of Job & Family Services  
Roetzel & Andress  
Save-A-Lot Charitable Gifts Fund  
Share Our Strength's Cooking Matters  
Shelia Garten  
Sons of Italy Akron Lodge 685  
Sterling Jewelers  
Summa Western Reserve Hospital  
SummaCare  
Summit County Public Health  
Suzanne Rymer  
The Mary S. & David C. Corbin Foundation  
The R. C. Musson and Katharine M. Musson Charitable Foundation  
The Sisler-McFawn Foundation  
United States Department of Labor  
United Way of Summit County  
University of Akron Pay it Forward  
Virginia Sechler  
Walmart Foundation and Facility #6404  
WCTV

## BOARD OF DIRECTORS

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Thomas R. Fuller  
Barbara A. Venesy, JD, MSN

## EXECUTIVE STAFF

Linda M. Valentine - *President/Chief Executive Officer*  
Inese Alvarez - *Director of RSVP*  
Sarfaraz Mohammad - *Systems Administrator*  
Sue Henige - *Human Resources Manager*  
Penny K. Holvey - *Director of Homecare*  
Laura Kidd - *Director Avenues to Recovery*  
Catherine Lewis-Beaverly - *Director of Nutrition*  
Kathleen McLaughlin - *Marketing & Communications Manager*  
Paul Magnus - *Vice President for Workforce Development*  
Heidi Steranka - *Chief Financial Officer*

## SUPPORTING OUR SUPPORTERS



Mature Services fielded a crew to take up the ADM 5K Recovery Challenge this year and they all had a great time. Seen here from left to right: Elizabeth Shartle (back), Adrienne Shartle, Laura Kidd, Penny Holvey, Linda Valentine, Rick Eash and Danae Rhodes.





## Mature Services, Inc. Strategic Plan 2013-2018

### Vision

All people should be able to age with the greatest degree of dignity, independence, and health possible.

### Mission

Mature Services provides high-quality programs to empower the economic, social, physical, and mental well-being of adults as they age.

### Mission Fulfillment

Mature Services fulfills its mission as an umbrella organization serving the holistic needs of older adults through:

- Employment and Training: assessing, training and assisting in securing employment
- Addiction treatment, prevention, recovery support and mental health counseling
- Homecare and support services to help people stay independent in their own homes
- Nutrition to meet individual's needs both in the home and through congregate meal sites
- Retired and Senior Volunteer Program to connect older adults with opportunities to stay active and make a difference in their communities.

### Values

We are guided in our work by our values, the people we serve, our partners, funders and the community-at-large.

### Sustainability

We are good stewards, using our resources carefully to achieve mission results in the present, while developing capacity and self-reliance for long-term success.

### Responsibility

We are accountable for fulfilling regulations, commitments and obligations. We hold ourselves to the highest standards of client confidentiality, operational transparency and sound fiscal management.

### Integrity

We respect each other and the people we serve. We speak and act in ways that build trust and uphold the dignity and well-being of others.

### Adaptability

We stay on top of changing trends and regularly assess the needs in our field and the community, and among the people we serve. We are open to innovation, learning and change to stay relevant and resilient.

### Concern

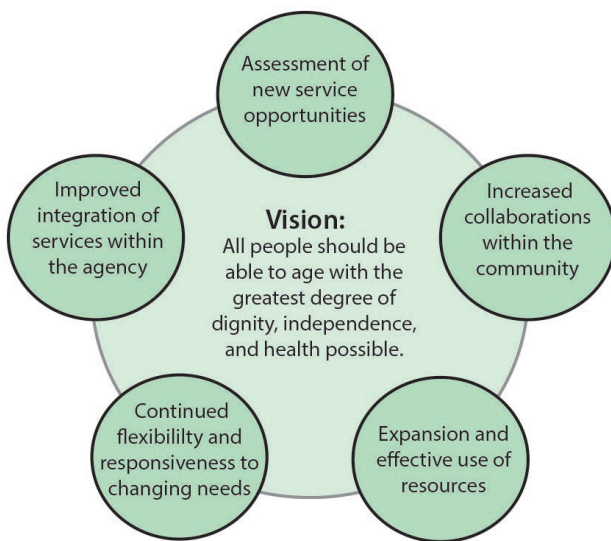
We are compassionate and empathetic to the needs of others. Regardless of difficulties or challenges, we see the person first and then

## Strategic Direction

The aging population is growing both in numbers and in the complexity of their needs and expectations.

Our longstanding reputation as experts in the field and our success in adapting to change, enables our strategy to serve the needs of the whole older population.

By combining our own excellent service, and building effective collaborations with external partners, we will be able to address people's needs in a comprehensive way.



With this model we will make the best use of community resources, have the capacity to serve more people, and build our brand as a creative integrated agency whose dedication to its customers is second to none.

## Goals

Provide excellent service to achieve positive outcomes for more people.

Diversify funding to ensure we maintain the best staff and administer the best programs.

Practice continuous improvement in the best interest of our employees and the people we serve.

## Programs

Avenues to Recovery  
Employment & Training Solutions  
Homecare  
Nutrition  
RSVP Volunteer Program

## Fee-For-Service Programs

Cleaners to the Rescue  
Festive Foods Catering  
Mature Staffing Systems  
Stay@HomeCare  
Fees go to support our other programs.



[www.matureservices.org](http://www.matureservices.org)

**Keeping Pace with the Changing Needs of Older Adults since 1975**





## CORPORATE OFFICE

415 S. Portage Path  
Akron, OH 44320

Phone: 330-253-4597

TEL: (800) 554-5335

TTD: (330) 996-7683

[www.matureservices.org](http://www.matureservices.org)

