



Mature Services, Inc.
Annual Report
2013-2014

Letter from Linda

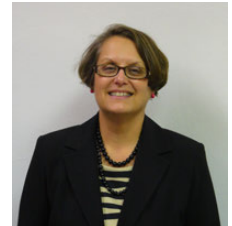
Mature Services will celebrate its 40th Anniversary on August 6, 2015, and we have become a leading provider of older adult services. It is amazing that in my 27 years we have grown from a million dollar agency to just under \$13 million today, from providing services in two counties to 40 counties in Ohio.

When I arrived at the agency in January of 1988 it was known as SWAP, Senior Workers Action Program, and there were a number of programs already in place. More were developed throughout the late 80's: Home Health Services, the Emergency Food Pantry, Employment Job Club, the first Older Workers' Job Fair (we are celebrating the 25th this year) and Older Workers' Leasing Service, now known as Mature Staffing Systems.

Our mission has taken on many shapes over the years, and in the 90's we became an affiliate of the newly formed County of Summit Alcohol, Drug Addiction and Mental Health Services Board, and a sub-grantee for the Ohio Department of Aging for the Senior Community Service Employment Program (SCSEP). We moved our corporate offices to the current location and SCSEP employment expanded to Youngstown with new job clubs also added in Cuyahoga, Lake, Stark, Trumbull and Mahoning counties. We became the administrative sponsor of OASIS, the nutrition program added congregate meal services, SWAP Home Health was incorporated and job fairs were expanded to Cleveland, Canton and Youngstown.

The 21st century saw SWAP become Mature Services, Inc., to better reflect the agency's growth. Two Targeted Capacity Expansion Program Grants let us expand addiction services in Summit and Stark counties. We became a national grantee and sole provider for Ohio Department of Aging for SCSEP. There were more changes, with the Home-Delivered meal, Senior Farmers' Market, our Call Center, new private pay programs and a new venture into fundraising with "The Melting Pot ~ A Taste of Many Nations" event.

The most difficult time occurred in 2010 when we lost our leader of 33 years, Ed Kaufman. We miss him every day. Ed, and the strong foundation he laid, is why we are the organization we are today!



Each year we evaluate what we offer, and determine what changes need to be made to ensure that we continue to honor our mission. The last five years have brought greater expansions of services and moves into new regions, thanks in part to our 3-year CARF Accreditation and our success in securing foundation awards. Mature Services has never been stronger than it is today and with our new strategic plan in place, we are set up for continued success. Our Board of Directors are engaged and excited about the path we have collectively charted, and with our talented and dedicated staff I am confident about Mature Services' continued success.

I have had the privilege to serve as the President/CEO of Mature Services for the past 4 years, and my time here has been the most rewarding, challenging and exhilarating of my professional life. I am grateful to the countless people I have worked with during the past 27 years who have taught me so much; passionate board members, volunteers and staff who work tirelessly to help those most in need. The privilege of leading this organization has been an honor I will always cherish.

On behalf of our clients, staff and board of directors, I thank you for your continued support of Mature Services.

With Best Regards,

A handwritten signature in blue ink, appearing to read "Linda M. Valentine".

Linda M. Valentine
President & Chief Executive Officer

A Year of Service

Avenues to Recovery

- 185 individuals received treatment services
- 3,092 hours of case management
- 933 hours of individual counseling
- 5,622 hours of group counseling
- 74 clients received Intensive Outpatient services
- 207 hours of assessment
- 41 hours of crisis intervention
- 2,430 hours of outreach
- 184 hours of training
- 72 educational contacts
- 72 individuals participated in the Brown Bag medication program
- 47 hours of mental health counseling
- 117 referrals with 89 admissions into treatment

Employment & Training Solutions

- 640,774 hours of community service provided by SCSEP trainees to 410 agencies in 40 counties in Ohio
- 1,131 trainees enrolled in part-time work experience with 186 transitioned into unsubsidized employment
- 1,173 job readiness activities that served 874 individuals
- 6,294 resource room visits by job seekers
- 550 job seekers and 37 companies attended job fairs

Homecare & Supportive Services

- 22,551 hours of homemaker/health aide services provided to 134 clients
- 166 hours of case management provided to 41 clients
- 626 hours of direct chore services for 139 clients
- 87 hours of outreach with 78 clients served
- 125 hours of counseling for 12 clients served

Nutrition

- 40,031 nutritious meals to 421 older adults/adults with disabilities at congregate sites
- 1,973 emergency food orders equivalent to 53,930 meals
- 96,229 home-delivered meals to 494 older adults/disabled individuals
- 8,060 food voucher coupons for fresh produce to 806 older adults

RSVP Volunteer Program

- 26,966 hours of volunteer service
- 15 agencies served
- 242 program participant volunteers



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.

Avenues to Recovery

Available in Summit County



Many older adults believe that they must solve any problems they have by themselves, but sound mental health is a key element in a successful life. Drugs, alcohol and gambling are some of the challenges people can face as older adults that seem overwhelming. Still others are grief and depression. Avenues to Recovery 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 major issues, and work hand-in-hand with the client to model new ways of dealing with those difficulties and restoring equilibrium.

Available in 40 Counties
in Ohio through 8 regional offices

Employment & Training Solutions



Mature workers have much to offer employers with a superior work ethic, experience and institutional knowledge. Our goal is to help mature workers find and keep their jobs in today's challenging marketplace. We offer a number of different training programs: paid on-the-job experience, classes on new job search techniques, customer service training, job search cooperatives and a variety of customized training and workshops. In addition, we work closely with employers through Employer Based Training, Business Advisory Boards, Business-2-Business Networking, Job Fair Events and other means to help them improve their bottom line through hiring mature workers.

Homecare & Supportive Services

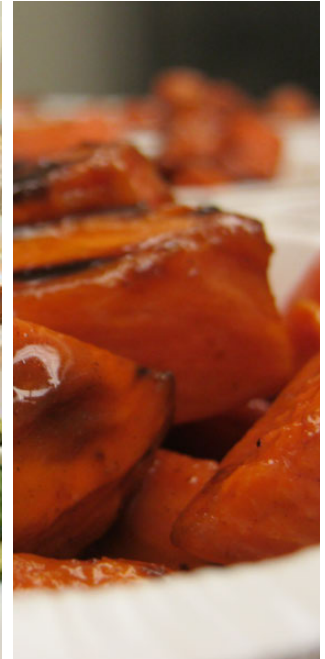
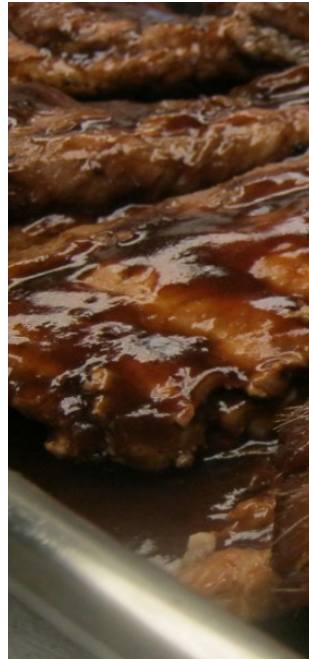
Available in Summit, Stark, Wayne
and Portage Counties



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 programs provide 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. They will continue to share the wisdom of their experience and help stabilize their neighborhoods.

Available in Summit, Portage and Stark Counties

Nutrition



A good diet is a cornerstone of healthy aging, and our Nutrition program 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.

RSVP Volunteer Program



Serving Summit and Medina Counties



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 15 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.

Fee-for-Service Programs



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. Our fee-for-service programs allow the general public to benefit from our experience and use us as a resource, and the fees generated by these options may be put back into supporting other aspects of the agency's work.

“The Melting Pot ~ A Taste of Many Nations”



This year we celebrated the 10th Annual “The Melting Pot ~ A Taste of Many Nations” with our biggest crowd ever. This annual fundraising event has continued to be popular in the community and generates, on average, \$30,000 in funds that we can use to support our agency services.



Community Support

Participating Restaurants

Aladdin's Eatery in Fairlawn
Angel Falls Coffee
Milich's Village Inn
Mustard Seed Market & Cafe'
Niko's Sandwich Board
North End Restaurant
On Point Restaurant
Saffron Patch of Akron
Shisler's Cheese House
St. George/TLC Catering
Stew Pot Kitchen
Village Gardens Restaurant & Pub
Wally Waffle
Mature Services Nutrition Program

Crystal Sponsors

County of Summit ADM Board

China Sponsors

Employee Benefits International
Alpha Phi Alpha Homes, Inc.
AT&T Ohio
Bober, Markey, Fedorovich & Company
Brennan, Manna & Diamond, LLC
Buckingham, Doolittle & Burroughs, LLC
ComDoc
Direction Home Akron Canton Area
Agency on Aging
SummaCare

Contributing Sponsors

Akron Metropolitan Housing
Authority
Albrecht, Inc.
Amer Insurance
D-A Specialty Co. Inc.
eSkill
Jackson Lewis, LLP
Medical Mutual of Ohio
Primelink Solutions
Stephen & Marybeth Shamrock

A special 'Thank you' to this years food judges:

Judge Linda Teodosio, Summit County Juvenile Court Judge
Judge Tom Teodosio, Summit County Common Pleas Court Judge
Harvey Sterns, Ph.D., Director of the Institute for Life-Span Development and Gerontology

Other fundraising programs:

Funding Factory Recycling Program
RSVP Christmas Wrapping at Roetzel & Andress

Our Partners

Akron Metropolitan Housing Authority
Akron-Canton Regional Foodbank
Arthur Kelly Fund of Akron Community Foundation
BJ's Charitable Foundation
Bridgitte Palumbo
CareSource
Charles E. & Mary K. Booth Family Fund of Akron Community Foundation
City of Akron
City of Cuyahoga Falls
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 and Family Services
Cuyahoga County Department of Workforce Development
Direction Home Akron Canton Area Agency on Aging
Emergency Food and Shelter Program (EFSP)
Fairlawn Area Chamber of Commerce
GAR Foundation
GE Capital Retail Finance
Hartville Marketplace

Mature Services has a long history of working with other companies and agencies to ensure that the programs we provide are making a difference. Our partners, both local and national, contribute to the success of our work by providing support in many ways. Cooperation and inter-agency coordination are a major reason that we are able to continue to answer the needs of our clients, and as we move forward this integration of services will continue.

John A. McAlonan Fund of Akron Community Foundation
Keith L Sechler
Mary S. Seehan
Ohio Department of Aging
Ohio Department of Mental Health & Addiction Services
Roetzel & Andress
SummaCare
Summit County Public Health
The Hillier Family Foundation
The Mary S. & David C. Corbin Foundation
The R. C. Musson and Katharine M. Musson Charitable Foundation
The Sisler-McFawn Foundation
United Healthcare
United States Department of Labor
United Stationers Charitable Trust
United Way of Summit County
Virginia Sechler
WCTV
Women's Christian Fellowship of the Bath Church

The cost of providing good quality services continues to rise, and will continue to do so for the foreseeable future, so part of the Strategic Planning is dedicated to finding ways to deal with those changes. It became apparent that to continue as we were, and more importantly to grow as the demand for services grew, we needed to seek out new methods of funding. Over the course of last year we expanded our parameters, reaching out and developing more options, and as a result we have added a number of new resources to our family of funding partners.

Our Clients

Avenues has had a lot of patience with me. I have a good relationship with my case manager. The people listen, I feel comfortable talking with the people here. They have helped with all of my problems like food and transportation. It has been enjoyable.

I needed help with my drinking and grieving the death of loved ones. I met Derrill on the phone and came in for assessment. I have been coming since then. The staff has helped me with getting connected to other services that I needed. It has been a blessing.

I had a problem with alcohol and drugs. Avenues to Recovery has helped me get sober and find transportation. I have learned to communicate with staff on a one-on-one basis. They have helped me communicate with other sober people and attend sober groups. It has been enlightening.

Avenues to Recovery Clients

I just wanted to express thanks from my heart to the staff at Mature Services. I cannot put into words what you have done for my self-confidence and the improvements in finding a job. I can say this is a lasting experience that should keep me on track to finding new challenges in my life. I always know you are there for my next search in any field of career.

Dear Don, I want to take a moment to let you know how much I appreciated the opportunity to take your Job Club class. You are filled with so much knowledge and experience that you so generously shared. Your true patience and professionalism truly shined. Thank you so much for taking the time to spend with all of us.

*Mature Services' Employment & Training Solutions
SCSEP and Job Club Program Clients*

We have many methods of tracking our program success: charts, spreadsheets, surveys, and other techniques. While all of those are important tools to help us stay on track, the measures that are most important to us are the comments we receive from our clients. Whether by note or letter, phone call or face-to-face, our clients let us know how we are doing and whether we are meeting their expectations.

Without them I am lost. Being blind and 83 years old, I definitely need them and I live alone and have physical conditions and cannot do much for myself.

I am 85 years old and have no relatives living in Akron. I do not drive so I am thankful for the Homecare service. They help me stay independent in my home. I really appreciate their services and will continue to use them. Thank you very much.

It has been such a blessing to have someone go to the grocery store and go to the laundromat for me. I have back pain and also knee pain and am thankful for anything they can do for me.

Homecare Clients

Bernice in Akron said: I love the food and menu; it's just like ordering from a restaurant and the staff is so helpful.

Stephen in Cuyahoga Falls said: By far the best food and service, and I've tried them all.

Nutrition - Home Delivered Meals Program Clients

RSVP has impacted me in a positive way because I am out giving; I am doing something and learning just by helping other people through volunteering.

RSVP helps provide different volunteer opportunities that enrich the community through intergeneration programs, tutoring, nutrition education, and more.

RSVP Clients

Client feedback plays a key role in every aspect of our program operations, informing our decisions and steering us in the right direction when we consider adding a new service. As demand for services continues to climb, with new or different issues sometimes being presented, it is this feedback that guides us as we consider how we can accommodate new needs while maintaining the quality that has been our signature.

Our Team

Board of Directors 2013-2014

Pamela A. Hawkins - *Chair*
Cynthia P. Bayer, Esq. - *Vice Chair*
Stephen Shamrock, CPA - *Treasurer*
Kimberly Ray - *Secretary*
Lee S. Walko, Esq.
James R. Loveless
David M. Barnhardt
Michael H. Demagall, LNHA, LPN
Sherry G. Jackson
David Ionno
Melinda Smith Yeargin, Esq.
Harvey L. Sterns, Ph.D.

Emeritus Board Member

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

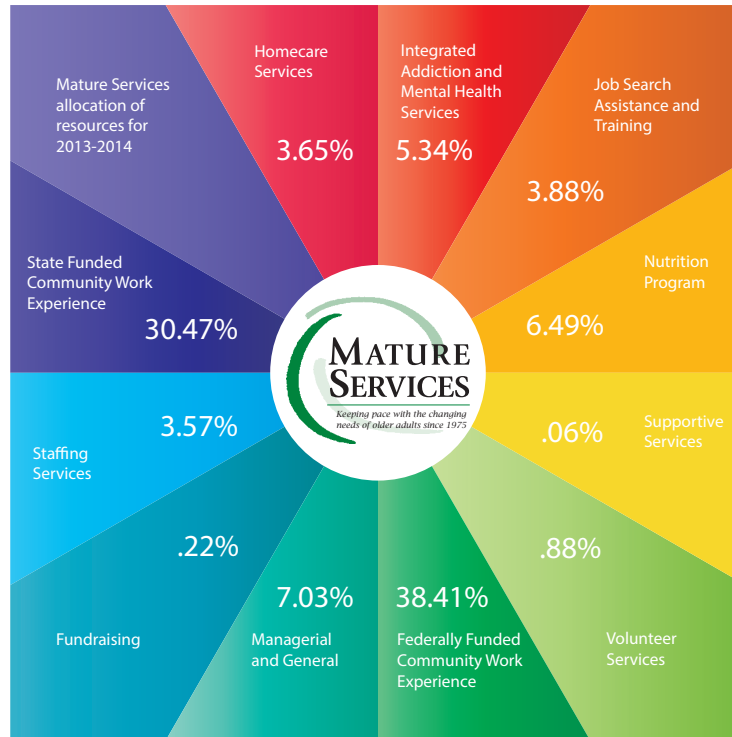
Wayne Duff, Deceased

Leadership Team

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

Every company relies on a team of people to make things move smoothly, and nowhere is that more the case than in a non-profit organization. The Board must be engaged and actively involved for us to meet the challenges we face, and their commitment to contribute their skills and wisdom to our work is the secure underpinning of the agency. The Leadership members must be prepared to put forth their best effort each and every day and do what is necessary to carry out our mission. Mature Services is proud of our team, because we can always depend on them.

Where the money goes



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

This chart indicates how our funding is applied to our mission areas, and more detail is available online, where you will find annual reports, financial statements and 990's for the last five years.

MATURE SERVICES, INC.
STATEMENTS OF FINANCIAL POSITION

September 30, 2014 and 2013

	<u>2014</u>	<u>2013</u>
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	\$ 832,092	\$ 1,309,915
Grants and contracts receivable	898,969	569,808
Prepaid expenses	41,106	42,408
TOTAL CURRENT ASSETS	<u>1,772,167</u>	<u>1,922,131</u>
NONCURRENT ASSETS		
Fixed assets, net	84,412	118,825
Deposits	1,000	1,000
TOTAL NONCURRENT ASSETS	<u>85,412</u>	<u>119,825</u>
TOTAL ASSETS	<u>\$ 1,857,579</u>	<u>\$ 2,041,956</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Current portion of capital lease	\$ -	\$ 4,168
Accounts payable	49,558	119,400
Accrued payroll and related expenses	735,378	763,383
Unearned revenue	37,821	267,434
TOTAL CURRENT LIABILITIES	<u>822,757</u>	<u>1,154,385</u>
NET ASSETS		
Unrestricted	<u>1,034,822</u>	<u>887,571</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 1,857,579</u>	<u>\$ 1,857,579</u>

MATURE SERVICES, INC.
STATEMENT OF ACTIVITIES

For the Year Ended September 30, 2014

With Comparative Totals for Year Ended September 30, 2013

	Unrestricted 2014	Total 2013
REVENUES, GAINS AND OTHER SUPPORT		
Fees and grants from governmental agencies	\$ 11,127,870	\$ 10,624,081
Contributions, including in-kind	253,215	230,545
Program service fees	487,936	396,741
Other public support	112,624	94,902
Interest income	475	418
Other revenue	21,780	19,560
	<hr/>	<hr/>
TOTAL REVENUES, GAINS AND OTHER SUPPORT	12,003,900	11,366,247
EXPENSES		
Program Services		
Homecare		
Homemaker/HHA services	\$ 415,116	\$ 406,895
Chore services	17,255	23,892
Supportive services	7,122	6,075
Integrated addiction and mental health services	633,389	622,381
Employment and training services	9,049,645	8,720,895
Volunteer services	104,888	120,801
Nutrition services	769,754	483,868
Total program services	<hr/> 10,997,169	<hr/> 10,384,807
Supporting Services		
Management and general	833,097	816,814
Fundraising	26,383	23,567
Total supporting services	<hr/> 859,480	<hr/> 840,381
	<hr/>	<hr/>
Total expenses	11,856,649	11,225,188
	<hr/>	<hr/>
CHANGE IN NET ASSETS	147,251	141,059
	<hr/>	<hr/>
NET ASSETS AT BEGINNING OF YEAR	887,571	746,512
	<hr/>	<hr/>
NET ASSETS AT END OF YEAR	<u><u>\$ 1,034,822</u></u>	<u><u>\$ 887,571</u></u>

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 8, 2014, 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.



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www.matureservices.org