



Opening Doors



Catholic Health Care Services
ARCHDIOCESE OF PHILADELPHIA

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Members of St. Anne's Senior Community Center

PHOTO: JJ TIZIQU

Below: Members of Norris Square Senior Community Center



PHOTO: KEVIN MONKO

A MESSAGE FROM THE ARCHBISHOP

I am pleased to present the 2015 Annual Report of Catholic Health Care Services (CHCS) of the Archdiocese of Philadelphia. This year's report — **Opening Doors** — highlights the manner in which CHCS reaches out and encounters seniors, welcoming and guiding them to renewed vitality, health and engagement in the life of their communities. In this Year of Mercy, our Holy Father Pope Francis has opened the Holy Door of Mercy, reminding us that the "infinite mercy of the Father welcomes everyone and goes out personally to encounter each of them." Through its affordable housing communities, senior centers, parish-based senior programs, and community nurse program, CHCS is committed to being the face of that encounter, drawing our seniors into relational contexts where they experience the love and tenderness of the Father.

Indeed, the whole Church is called to foster transformative and life-giving encounters with people, in their cities, neighborhoods and homes. Catholic Health Care Services provides such opportunities for our aging loved ones in the communities where they live, in the parishes where they've raised their families in the faith. All across the Archdiocese, Care Managers are meeting with seniors and their caregivers in the comfort of their own homes, guiding them to the supports they need. Seniors are moving into brand new, affordable, dignified apartment communities that help them to stay independent. Old friendships are maintained and new ones being formed, as seniors daily gather together in senior centers. Doors are opening to better health and wellbeing for those who benefit from the support of a community nurse and dedicated social workers.

I commend Catholic Health Care Services for its continued dedication to our seniors, and gratefully acknowledge the essential contributions of our skilled professional staff, dedicated volunteers, generous donors, and committed board members. Their shared commitment to our aging brothers and sisters is another expression of the Church of Philadelphia's response to our Holy Father's exhortation to "bear witness to our faith with greater enthusiasm and conviction" and fulfill "our responsibility to be a living sign of the Father's love in the world." As the People of God, we are grateful for their enduring witness.



Most Reverend Charles J. Chaput
O.F.M. CAP., DD
Archbishop of Philadelphia

Opening Doors



Resident of St. John Neumann Place

Port Richmond is a neighborhood rich in Catholic history and identity. Dotting the skyline are the distinctive steeples of churches that have been anchors for this long established community. Margaret is especially familiar with them. Over the past forty years, she has worked in many: cooking for clergy, attending to the needs in the sacristy, opening the church doors for parishioners to come and worship. Always providing hospitality for others, Margaret has now been welcomed into her own new home at Nativity BVM Place. A one-hundred-year-old building that once served as the parish school, Nativity BVM Place has been repurposed and rededicated to offer one-bedroom apartments that help seniors like Margaret to live independently, safely and with dignity in the communities they know and love.

Catholic Health Care Services is not just providing housing, but **Opening Doors** to new homes where individuals recreate their lives, begin to walk taller and come to appreciate their enduring dignity and worth. Crossing over each threshold at Nativity BVM Place is an invitation to enter a home filled with rich stories that slowly begin to unfold. From a collection of records to paintings commemorating trips abroad, every apartment is a sacred space into which each resident breathes life.

Rendering of St. John Neumann Place II





Resident of Nativity BVM Place

The need for affordable senior housing is prevalent throughout our region. On a hot summer day in July, one hundred and forty seniors waited in line for an application for Nativity BVM Place. Scheduled to begin at 10 am, the first applicant arrived at 6 am, wanting so desperately to gain her spot in the repurposed building. Catholic Health Care Services is keenly aware of this significant need and is continuing to grow the affordable senior housing program. With two senior housing communities currently in operation, CHCS will be opening two additional communities by 2017, providing 230 apartments to seniors across the region, and with more developments on the horizon. This growth will ensure that seniors like Margaret have affordable, well designed housing in the neighborhoods and parishes that they have supported and nurtured for decades.

St. Francis Villa under construction and set to open in the Summer of 2016



Nativity BVM Place



Senior Housing Community	Location	Ready for Residents	# of Apartments
St. John Neumann Place	South Philadelphia	Opened in 2008	75
Nativity BVM Place	Port Richmond	Opened in 2015	63
St. Francis Villa	East Kensington	Opening June 2016	40
St. John Neumann Place II	South Philadelphia	Opening Spring 2017	52
St. Rita of Cascia	South Philadelphia	TBD	TBD

Opening Doors to **RENEWED WELLBEING**

Msgr. Sangermano
opening the
doors of Holy
Saviour Church
in Norristown

Across the Archdiocese on Sunday mornings, the Catholic faithful gather in their neighborhood Churches. Many are long-standing parishioners who have supported that Church for decades, raised their families in that Church and are now aging in that Church. Msgr. Sangermano sees this regularly as pastor of Holy Saviour in Norristown, where approximately 1,500 members of the parish are age sixty or older.

Catholic Health Care Services is attuned to the needs of our aging parish members and has launched eldercare programs for Holy Saviour in Norristown as well as parish communities at St. Monica in South Philadelphia, and St. Andrew the Apostle in Drexel Hill. Care Managers in these programs educate older parishioners regarding the myriad of care and supportive services options available to them, and help families navigate the complex world of public and private healthcare and general aging services.

Mary, a member of St. Monica Parish since 1948, is 96 years old and was in need of support to stay in her home and parish. She spent many years of her life caring for her husband through a long illness, working in a tailor shop to support her family and raise her son. Mary's determination, willpower and faith allowed her to remain independent in her home for many years, despite having serious chronic medical

A Care Partner from
St. Monica Eldercare Program
assisting a senior from
the parish



PHOTO: TODD DOSSANTOS

conditions. Her care manager from the St. Monica Eldercare Program worked diligently to meet her physical, spiritual and home care needs. A care partner from the parish visited her twice weekly, assisting with linen changes, laundry, and neighborhood shopping. Monthly Holy Communion visits and connection with children from St. Monica School through the "Prayer Partners" program uplifted Mary spiritually. To stay safely in her home, Mary was connected to city programs for home repairs and a lift chair was provided to allow her to sit down and stand up comfortably. On one very cold day, her care manager "worked her magic" and PGW was there within hours to fix a faulty heater!

As Mary's needs for care at home increased, St. Monica Eldercare Program was right there to facilitate her application for home care and ensure that she received the personal attention and support she needed on a daily basis. Her parish care partner continues to visit her every week,

and her care manager is poised to address any problems that may arise in the future. Mary feels blessed every day to be in her own home, and in her beloved parish, thanks to the support and guidance that she receives from the St. Monica Eldercare Program.

This story is not unique. Catholic Health Care Services is **Opening Doors** to renewed wellbeing and peace of mind for many seniors through programs connected to the parishes that they have supported for decades. St. Monica Eldercare Program has been in operation since 2003. Recognizing its effectiveness, CHCS expanded with similar programs at Holy Saviour and St. Andrew the Apostle in 2015. Msgr. Sangermano sees the addition of this program to his parish as a blessing. Catholic Health Care Services envisions continued expansion of this parish-based approach to caring for the senior members of our Church so that more parish communities can experience this same "blessed reassurance."

Over 300
seniors served
in parish-based
programs
in 2015



PHOTO: KEVIN MONKO

Care Manager from St. Monica Eldercare Program
assisting a senior from the parish

Opening Doors to **RENEWED HEALTH**



PHOTO: KEVIN MONKO

Deb Lytle, MS, RN caring for
a participant of Souderton
Adult Day Care Center

"... We are all a little fragile, the elderly. Some, however, are particularly weak, many are alone, and affected by illness. Some depend on the indispensable care and attention of others.

Will we take a step back for this? Will we abandon them to their fate?

... Where there is no honor to the elderly, there is no future for the young."

Pope Francis, General audience, St. Peter's Square, March 4, 2015

Catholic Health Care Services is committed to honoring our seniors by providing compassionate and dignified care through the Community Nurse Program and Souderton Adult Day Care Center. These programs lift up vulnerable seniors who are experiencing physical or cognitive difficulties, by providing the support, guidance and care that enables them to stay healthy and experience life more fully.

The Community Nurse Program offers nursing support to seniors living at Catholic Health Care Services housing communities or participating in the senior community centers. The program strives to empower seniors to successfully manage their medical needs independently. Mariann Wilusz, BSN, RN is often the front line in getting medical care for our seniors who may not recognize their symptoms. Eleanor, a resident of St. John Neumann Place, meets with Mariann each month to monitor

her overall health. A few months ago, Mariann noticed Eleanor's elevated blood pressure and quickly connected with her medical provider. This led to early detection of a potentially serious condition, which in turn empowered Eleanor to effectively manage the symptoms and prevent potential complications. Seniors from our centers and apartment buildings experience significant improvement in their overall health through the support and care of the Community Nurse Program.

Souderton Adult Day Care Center provides care for adults living with an illness or disability that requires supervision or assistance with daily living. The center offers dedicated care for the participants while also educating and supporting family caregivers. Deb Lytle, MS, RN is the director of Souderton Adult Day Care Center, and she emphasizes that the center is about "feeding strengths," keeping the participants active and attending to their everyday needs with a profound respect for their dignity and individuality. Nursing services, medication management and therapeutic activities enhance the strengths of each participant, helping them to live more fully despite their limitations. This individualized approach to care emphasizes the uniqueness of each participant. Frank, a 90-year-old center participant, is a former school principal and mural artist who hadn't picked



Mariann Wilusz, BSN, RN caring for a resident of Nativty BVM Place

up a paintbrush in decades. With the personalized attention and support he receives at the center, he began to paint again, astounding even his own wife!

Catholic Health Care Services is **Opening Doors** to renewed health while empowering seniors like Eleanor to manage their medical conditions, leverage their strengths and rediscover their gifts and talents. Seniors throughout the Archdiocese are experiencing improved health and living more fully with the support of compassionate staff like Mariann and Deb.

410 seniors
accessed nursing
services through
Catholic Health
Care Services
in 2015



PHOTO: JJ TIZIOU

Opening Doors to **NEW FRIENDSHIPS**



Member of St. Anne's Senior Community Center

Walking through the doors of Norris Square Senior Community Center, members are welcomed with a flurry of inviting activities, a collection of friendly faces, and the buzz of lively conversation. Nestled in a primarily Spanish-speaking community, the center is the preferred gathering spot for local seniors because it is so full of energy and vitality.

Norris Square Senior Community Center is the foundation of a support network among the seniors of the neighborhood, where friendships and social opportunities are a key reason seniors come to the center. Ernesto sits with a group of men playing dominoes. He is relatively new to Philadelphia, having moved here from the Bronx only three years ago. The center is where he began to form new friendships, coming five days a week to play dominoes, cards and billiards. Carmen has been coming to the center for eleven years and says, "I would be bored if the center wasn't here." Maribel sits at a table with five of her friends. She describes how they come together every day to talk, sharing life's joys and frustrations, and

Members of Norris Square Senior Community Center



supporting one another. This interconnectedness reaches beyond the walls of the center through the center's "Love and Friendship Committee." Comprised of six center members who are elected every year, the committee works to bring genuine care and concern to the sick and homebound members of the center, helping them to stay connected to their network of support.

The Senior Community Centers of Catholic Health Care Services are **Opening Doors** to friendship and social networks across Philadelphia for thousands of seniors each year. Combating social isolation is a crucial component of each center's goal to encourage healthy aging. Seniors that feel isolated are less likely to seek preventative health care, and more likely to experience chronic physical and mental health issues. By bringing seniors together and offering them opportunities to form support networks, Catholic Health Care Services is playing an integral role in maintaining the wellbeing and improving the quality of life of seniors in our communities.

2,012 seniors
attended the
Senior Community
Centers in 2015



Members of Norris Square Senior Community Center



Members of St. Anne's Senior Community Center

Senior Community Center	Location
Norris Square Senior Community Center	Norris Square, North Philadelphia
St. Anne's Senior Community Center	Port Richmond/Fishtown
St. Charles Senior Community Center	South Philadelphia
Star Harbor Senior Community Center	West Philadelphia



James T. Amato
Secretary for
Catholic Human Services

Comments from the Secretary for Catholic Human Services

Within the past year, I had the opportunity to attend two events that exemplify the new strategic direction and community-based focus of Catholic Health Care Services. One of these was the rededication and grand opening of the former Nativity BVM School in Port Richmond as affordable housing for seniors. An unused yet historic Church property has been transformed into **Nativity BVM Place**, serving as a new home in familiar surroundings for many who had lived in the Port Richmond area since childhood. In the second instance, a vacant lot in Kensington became the site of ground breaking for what will soon be **St. Francis Villa**, another affordable housing development for seniors built on land that had once been an eyesore in the local neighborhood. The repurposing of these sites has a profound impact on not only their new residents but the entire local community as well.

Over thirty years working for Catholic Social Services in the Archdiocese, I personally witnessed how people's lives were changed by our programs. In my new role overseeing all of Catholic Human Services, I now have the privilege of likewise seeing the positive impact that Catholic Health Care Services (CHCS) is having on the lives of seniors and their families through its various senior housing projects and expanded community-based efforts. It is evident in the 96-year-old woman who now has the in-home supports she needs to stay in her lifelong neighborhood and remain active in the parish that has meant so much to her. It is visible in the scores of regulars who daily attend one of four senior community centers, and the growing number of seniors daily benefiting from our first adult day care center. It can be seen in the long line of seniors waiting outside on a cold winter morning to apply for housing at **St. Francis Villa**.

Every day across our region, we are meeting the needs of seniors in new and creative ways. These CHCS programs and services are our concrete response to the call of Pope Francis to value our seniors and help them to know *"that they are a living part of [their] communities and sources of wisdom for the younger generation."* By providing compassionate care and enthusiastic welcome, CHCS is **Opening Doors** that improve the lives of seniors throughout the Archdiocese of Philadelphia. Together, we can be proud of and grateful for their good work.

Members of
Star Harbor Senior
Community Center



PHOTO: JJ TIZIOU

Comments from the Deputy Secretary for Catholic Health Care Services

This past June, Catholic Health Care Services (CHCS) broke ground for St. Francis Villa, an affordable senior apartment community set to open in the early summer of 2016. On an empty lot in the once forgotten neighborhood of Kensington, there was a celebration of hope and new beginnings. This moment for me encapsulates the exciting future of Catholic Health Care Services. Our organization, which traces its history of commitment to caring for seniors back to 1912, embarked on a new path in 2015, shifting all services to a community-based model. It has been a year of growth and new opportunities, punctuated with the opening of four new ventures:

- **Souderton Adult Day Care Center** (Montgomery County)
- **Nativity BVM Place** (Port Richmond section of Philadelphia)
- Parish-based eldercare programs at **Holy Saviour Church** (Norristown, Montgomery County) and **St. Andrew the Apostle Church** (Drexel Hill, Delaware County).

Looking to the future, Catholic Health Care Services will carry on these and similar initiatives to create communities and work with parishes and religious orders in new ways. Senior housing opportunities will continue to expand with St. Francis Villa opening in 2016, St. John Neumann Place – Phase II opening in 2017 and development work just beginning at St. Rita of Cascia. Parish-based eldercare will grow as new partnerships with more parishes are formed and launched in Montgomery County and Northeast Philadelphia in the year ahead.

The accomplishments of this year and the progress made toward our new strategic direction is the direct result of a committed Board of Directors and a dedicated team of staff. The CHCS Board of Directors has been steadfast in their commitment to this organization, meeting challenges and transformation with grace and skillful counsel. The staff is truly extraordinary, firmly dedicated to the mission of caring for seniors and carrying out the good work of the Church on a daily basis. I am proud to work alongside all of these great men and women, and I thank them for their faithfulness, forward-thinking and readiness to embark on this journey. I look forward with great enthusiasm to the next year as we continue **Opening Doors** for seniors in new and innovative ways. May the grace of God ever guide our steps and bring success to our efforts on behalf of his people.



John M. Wagner
Deputy Secretary for
Catholic Health Care Services



Auxiliary Bishop John J. McIntyre joins in the Groundbreaking for St. Francis Villa in June 2015



Michael Czekner
Chief Financial Officer

Financial Highlights

The 2013 annual report for Catholic Health Care Services, *The Communities We Serve*, spoke to the ongoing evolution of Catholic Health Care Services (CHCS) and its mission to provide for the diverse needs of elders in our region. This year's report **Opening Doors** continues this transition from a facility-based, long-term care provider to a community-based services provider dedicated to helping seniors stay actively engaged in the network of relationships that make up their lives. Their desire to stay in their homes and the significant growth of the elder population reinforces the importance of this transition to community-based care and prompted CHCS to launch a strategic plan which will guide us well into the future. This plan focuses on the continued development of community-based programs and senior housing that will assist seniors to remain healthy in their homes and connected to their communities as long as possible.

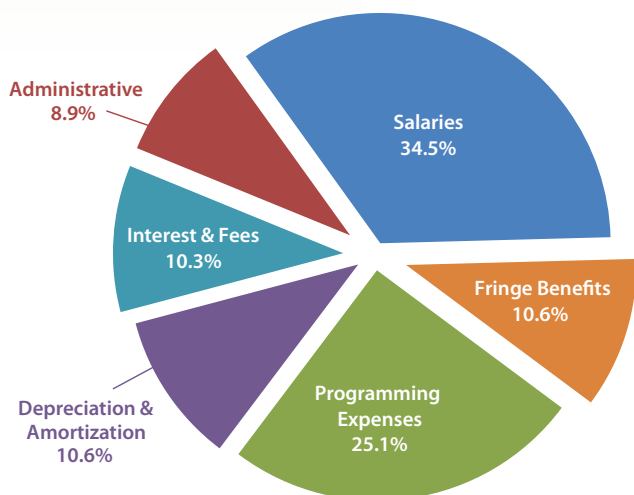
In this year of transition, CHCS faced many challenges as we moved from a facility-based organization to community-based services and programs, particularly around identifying new sources of revenue. Securing adequate funding is imperative to sustain the support and services CHCS provides and will allow us to continue to plan and implement creative and innovative programs. Community involvement, strategic partnerships and innovative supports are essential components of this new funding mix.

Despite these substantial challenges, we are determined to provide excellent care while maintaining focus on proper stewardship of our resources. CHCS maintains equitable salaries and benefits to attract dedicated caregivers who share in our mission and core values. Prudent financial management and careful oversight enables CHCS to maximize financial resources, so that our seniors can enjoy the reassuring comfort of living within caring and vibrant communities and ensures a bright future for CHCS.

CLASSIFICATION OF EXPENSES

For Fiscal Year Ended June 30, 2015

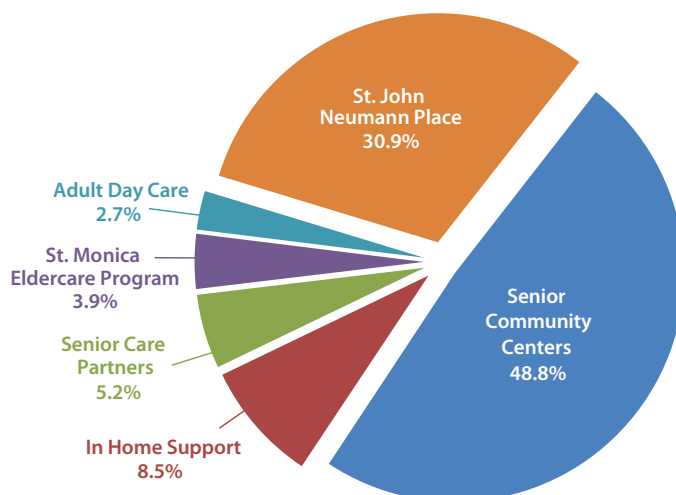
Total Expenses: \$4,511,594



EXPENSES BY PROGRAM

For Fiscal Year Ended June 30, 2015

Total Expenses: \$4,511,594





Catholic Health Care Services
ARCHDIOCESE OF PHILADELPHIA

Caring for Seniors, Every Step of the Way

Members of Norris Square
Senior Community Center





Catholic Health Care Services
ARCHDIOCESE OF PHILADELPHIA

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Opening Doors

**"As the Holy Door stays open,
because it is a sign of the
welcome that God
himself holds for us,
may our door,
that of our heart,
also be always
wide open so as to
exclude no one."**

Pope Francis,
General Audience,
December 16, 2015

Members of Norris Square Senior Community Center



PHOTO: JJ TIZIOU

www.CatholicHealthCareServices.org