

An elderly couple is walking away from the camera on a paved path through a lush garden. The woman is on the left, wearing a light-colored top and dark pants. The man is on the right, wearing a light blue shirt and dark pants. They are holding hands. The background is filled with green trees and foliage. A dark red semi-transparent banner is overlaid across the middle of the image, containing the text.

RALSTON CENTER

2014 ANNUAL REPORT
Champions of Aging



RALSTON CENTER INTRODUCTION

Our Mission

To improve the health and quality of life for older adults in Philadelphia.

Originally named the Indigent Widows and Single Women's Society, Ralston Center was founded in 1817 by Sarah Ralston to provide a refuge for poor, elderly women in Philadelphia. Our third and current location opened in 1886 at 3615 Chestnut Street.

In 1973, the name was changed to Ralston House to honor our founder. By the mid-1980s, the board recognized that a change of direction was in order as newer options for senior housing became available. Ralston House closed as a residence, and the organization was renamed Ralston Center.

Ralston Center Today

As Ralston Center, we are focused on quality of life in aging, an issue more relevant now than ever before. Our goal is to provide people 55 years of age or older with the services and support they need to live in their own homes and communities as they age.

Ralston Center includes:

- **Ralston My Way**, a nonprofit Pennsylvania Department of Health licensed homecare agency.
- **Ralston Wellness**, a program providing fitness, social engagement opportunities and workshops.
- **Joseph J. Hill Ralston Mercy-Douglass House**, a 55-unit independent living apartment building for low-income seniors.
- **Ralston Awards**, a program to recognize Certified Nursing Assistants for caregiver excellence and graduate nursing students for academic and clinical excellence in gerontology.
- **Ralston House**, our historic facility and former residence for elders on Chestnut Street in Philadelphia.
- **Ralston's Age-friendly West Philadelphia Initiative**, a collaboration with 40 local organizations to create a more livable community for underserved older West Philadelphians.

A MESSAGE FROM THE **PRESIDENT** OF RALSTON CENTER'S BOARD OF MANAGERS



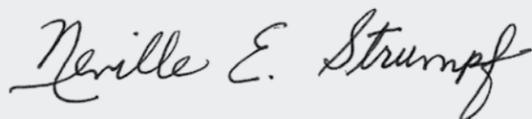
As president of Ralston Center for the past four years, I am gratified by our growth as an organization deeply committed to innovative services and support for older adults in Philadelphia. The founding members of The Indigent Widows and Single Women's Society in 1817 would not have called themselves "champions of aging." Their goal was to provide some means of protection for "deserving poor women" who simply had no place to go. Nevertheless, from that kindness of heart, what now is known as the Ralston Center, named for the first directress of the Society, Sarah Ralston, remains committed to meeting the needs of vulnerable elders, with special attention to independent living in the community, health and wellness, and flexible and accessible housing. Our 2014 Annual Report highlights the many ways that we are 21st-century champions of aging.

Ralston My Way, which offers seniors of modest means living in the Germantown-Mt. Airy section of the city affordable home care, transportation, home maintenance and more, has grown from 35 members in its first month of operation in 2010 to almost

3,500 members at the end of 2014. A dedicated staff, many of whom live in the area, are demonstrating what a community can do to care for its neighbors, one person and one task at a time.

Over the past few years, with the addition of new board members and excellent leadership from CEO Joe Lukach and his team, we have undertaken a major step forward in developing a plan for an Age-friendly West Philadelphia. Still a work in progress, the partnerships that have been formed with many constituencies and stakeholders promise an exciting community-based collaborative to identify and support the service needs of older residents.

Very soon we will celebrate our 200th anniversary. It will take much hard work, fundraising, and the commitment of many, but we are counting on success. We want the next 200 years to demonstrate as much compassion and caring for older adults in Philadelphia as did the first 200.



Neville E. Strumpf, PhD, FAAN
President

A MESSAGE FROM RALSTON CENTER'S **CEO**



When I joined Ralston Center in 2012, I was fortunate to have the support of the Ralston Center Board of Managers. With more than 100 years of experience, they have a deep commitment to our mission.

During the past two years, staff have been added to our leadership team and Ralston My Way hours of service have increased. In addition, the board and I have developed and begun work on a long-range strategic plan. Most importantly, those we serve have been able to maintain their independence, remain in the homes and neighborhoods they love, and receive a variety of quality services from our staff at reasonable costs.

In West Philadelphia, more than 44,000 people are 60+ and over half of them are below 200 percent of the federal poverty level. In 2014, Ralston's Board committed to providing services to these residents. Using the model of the World Health Organization, we started working with the Philadelphia Corporation for Aging, the City of Philadelphia, AARP, and a

coalition of more than 40 other agencies and organizations to create Age-friendly West Philadelphia. We look to launch this program in 2015.

To better manage our present programs and new initiatives, we strengthened our management structure. We added a Director of Communications and Marketing, Jean Papaj, who handles all communications, branding, and marketing. We also added a new Director of Programs, Jennifer Russell, who handles our Ralston Wellness programs at Ralston House and in the community, our Ralston Awards, and Ralston Age-friendly West Philadelphia.

Ralston has been caring for older Philadelphians for 197 years. We are excited to apply our commitment, knowledge and experience as a catalyst for services to help people in our community age in place.



Joseph A. Lukach, MSW, MBA, M. Div
Chief Executive Officer

RALSTON MY WAY



Ralston My Way helps individuals 55 years of age or older remain independent in their communities as they age.

As a Pennsylvania Department of Health licensed homecare agency, we provide a broad range of services at affordable prices including but not limited to:

- Home care
- Handyman repairs and maintenance
- Errands and transportation
- Chores
- Yard work and snow removal

Words like caring, compassionate and engaged describe our employees, but our relationships go beyond caregivers providing services.

The people who work for Ralston My Way have a spirit of community and they care about the emotional and physical outcomes of their relationships with our members. We don't limit services to a pre-defined list but listen carefully to member needs and work to respond to them.

We currently provide services in Germantown, Mt. Airy, Chestnut Hill and East and West Oak Lane. We plan to expand into Center City Philadelphia in 2015.

Words like caring, compassionate and engaged describe our employees.

Burt, Louise, and Jaime

Burt is a retired Presbyterian minister and pastoral psychotherapist. His wife, Louise, is a practicing pediatrician. Jaime is a Ralston My Way caregiver.

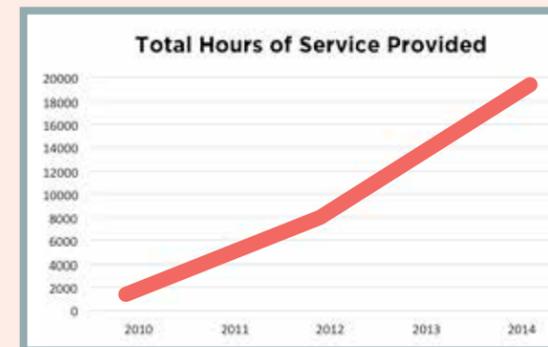
Burt has progressive neurological problems and severe hearing loss that make daily activities challenging. "I did not know how to do this, how to be an old person who needs to be taken care of," said Burt. "Jaime is a young person with a young outlook. When I am with him, I feel younger."

"He helps me with exercise, personal care, and errands. He energizes me. Our relationship has become a partnership. I have a lot to share, and not everyone wants to hear it, but Jaime does," said Burt.

"Burt is a very caring person," said Jaime. "He makes it a point to learn the name and a little something about everyone he meets. I am blown away by how much he knows."

"Jaime's time with Burt allows him to do many things. I cannot go everywhere and do everything Burt wants to do," said Louise. "Then there is the flexibility. We can get help for an hour or two and transportation. When we travel, someone from Ralston My Way comes early to help us get ready to go, takes out the trash, helps with last-minute packing - things like that."

"Ralston My Way wants to help you stay in your home," said Burt, "and we need that help."



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Taking care of people "their way"

Ralston My Way started out by providing transportation for Mrs. A in 2010 so she could visit her husband at the nursing home. Then he needed a companion to travel with him to appointments outside the facility and one of our caregivers took on that role. As time went on, Mrs. A asked us to take her to the grocery store, to the dentist and doctor, to run errands and to be with her while repair people were in her home. We cleaned her gutters, shoveled snow and taught her how to use her TV remote.

One evening when we took Mrs. A to the nursing home to visit her husband, we heard he was not doing well. We stayed with her when a family member could not. He passed away later that night. We had the privilege of being there.

To quote Ralston My Way staff member, Andria Hale, "We have a sense of belonging. It is nice to know that our neighbors are benefiting from our program and that we are contributing to the well-being of the community."

Community Engagement Committee

Ralston My Way's Community Engagement Committee is a group of 10 community and church leaders, interested citizens from other senior groups and Ralston My Way members. They come together quarterly to offer advice and discuss awareness and reach of our organization within the community.

We thank these individuals for their time, support and valuable contributions:

Mary Daniels, Director, Philadelphia Senate on Aging

Patrice Edwards, Economic Development Liaison, Pennsylvania State Representative Cherelle Parker's office

Reverend Dr. Andrew Foster III, Senior Pastor, Janes Memorial United Methodist Church

Dr. Lucille Ijoy, Ralston My Way member extraordinaire

Peter Javscas, Chairperson, Northwest Village Network, Ralston My Way Member

Ahnivah Rapaport, Constituent Service Representative, Pennsylvania State Senator Art Haywood's office

Marilyn Silverstein, Realtor, Weichert-McCarthy Associates, Ralston My Way Member

George Stern, Executive Director, Jewish Social Policy Action Network, Ralston My Way Member

Reverend Ethelyn Taylor, Pastor, Oxford Presbyterian Church, Ralston My Way Member

Rosa Woods, Chief of Staff, City of Philadelphia Councilwoman Cindy Bass



RALSTON WELLNESS

Ralston’s Wellness program, for those 55 and older, offers fitness classes to increase flexibility and balance, reduce discomfort, increase strength and support performance of everyday activities.

Our instructors hold classes at senior centers, churches, Ralston House and various other satellite locations. Our most popular classes are Tai chi, Abdominal Workout, Chair Yoga, Stretch and Tone and Feldenkrais.



Peter and Cynthia

Peter and Cynthia are participants in two different Ralston Wellness classes — Stretch and Tone and Feldenkrais.

“Ralston instructors are knowledgeable, empathetic and very professional. The classes are very different from what you might get if you went to a fitness center. There are no fancy gym clothes. Ralston is not like gym class in school, and we are not in training. Instead, we are learning new ways to think about being fit as we age,” said Peter.

“We work on balance and strength and on areas that support everyday activities like our hands and feet. But we still get a workout worth the 35 minute one-way trip by bus and trolley,” Peter continued.

“Stretch and Tone and Feldenkrais are very different, but they complement each other. Together they help us with our mobility and movement and ease pain,” said Cynthia. “We enjoy the diverse makeup of the Ralston classes, too. We all come together from different locations, backgrounds and cultures, but we share a new understanding of our bodies by being here.”

“We enjoy the diverse makeup of the Ralston classes, too. We all come together from different locations, backgrounds and cultures, but we share a new understanding of our bodies by being here.”



Joanne

“I started coming to Ralston Center about 11 years ago. I thought of it as a laboratory for healthy aging and, being a practicing psychologist, was interested in their focus on transforming the way we think about old people.

“I am legally blind, and fitness centers require that either a trainer or other seeing person help me on and off equipment. I travel 20 minutes by bus to the Ralston Center because it has provided me with my first opportunity to exercise independently with others.

“The people in our classes are giving and supportive. They are vibrant and involved, engaged in life and their communities. If someone does not attend class, the other members will reach out and assure that person is OK. We motivate each other, and the relationships extend beyond the walls of the Ralston Center,” said Joanne.



RALSTON AGE-FRIENDLY WEST PHILADELPHIA



One of the 10 largest cities in America, Philadelphia has the largest proportion of people age 60 years or older and that number is expected to double by 2035.¹

In 2014, we engaged in an in-depth exploration of current and projected community needs and did an environmental scan of best practices locally, nationally and beyond in the context of our mission.

We found inspiration in the World Health Organization's "Age-friendly World" movement (agefriendlyworld.org). Key elements of an age-friendly community include safe and affordable housing, easy mobility, social engagement and health and wellness.

Philadelphia Corporation for Aging (PCA) is leading the effort to make all of Philadelphia age-friendly. Ralston Center's relationship with PCA, our location

and our deep commitment to quality of life in aging makes us well-positioned to play a leadership role in an initiative we have labeled "Ralston Age-friendly West Philadelphia."

West Philadelphia is demographically representative of Philadelphia at large and has an aging population with significant needs. It also includes an existing network of senior centers, service providers, government, community groups, faith-based organizations, universities, and healthcare institutions able to be collaborators and partners in our efforts.



We spoke to senior adult residents in West Philadelphia to hear their thoughts for a good quality of life while aging in their community. We found that older West Philadelphians

- Want access to and the ability to navigate trusted resources
- Desire to continue to live at home safely
- Need additional opportunities to foster social connections

We also found that those who care for elders in the community

- Often feel overwhelmed and do not know where to turn
- Want the ability to access and navigate trusted resources

We convened more than 40 local organizations for an initial meeting and shared the information we gathered. We proposed using a collective impact approach to further our common agenda of creating an Age-friendly West Philadelphia.

Our ideas and efforts were well received, and our collaborators agreed to participate in the planning and program pilot phase in 2015.

JOSEPH J. HILL RALSTON MERCY- DOUGLASS HOUSE



Joseph J. Hill Ralston Mercy-Douglass House is a subsidized independent-living residence for low-income seniors 62 years of age or older located at 3817 Market Street in Philadelphia.

Developed in partnership with the HUD 202 Supportive Housing Program, this facility opened in 2001 and is managed by Mercy-Douglass Human Services Affiliates. It has 55 units, six of which are wheelchair accessible. The facility is fully occupied and has a waiting list.

DaVita Dialysis now occupies a large commercial space in the facility.

Joseph Lukach, Ralston Center's CEO, is president of the board. Ralston Wellness programs at the facility are planned for late 2015.

RALSTON AWARDS



One of the ways in which we foster our mission is by encouraging and rewarding the development and hard work of those who care for people as they age in different settings.

Ralston Caregiver Awards

The year 2014 marked the 10th anniversary of the Ralston Caregiver Awards and our recognition of the hard work and dedication of Certified Nurse Assistants (CNAs) on the front lines of care.

CNAs who exemplify the highest standards of compassion, commitment and excellence in care are nominated by their employers and honored at an event where they receive a cash award and a certificate from Ralston Center recognizing their accomplishments.



Caregiver Award Honorees for 2014:

Dorisene Clark
Simpson House

Jomyla DiPietro
St. Ignatius Nursing Home

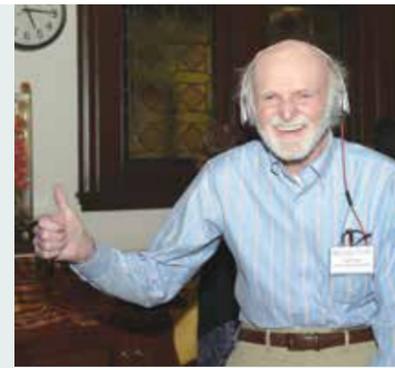
Danier Gibson
Penn Center for Rehabilitation and Care

Mercedes Guerra
Holy Family Home

Jaime Kehler
Ralston My Way

Tamika McFadden
Centennial Healthcare and Rehabilitation Center

Sabrina Williams
Saunders House



Ralston Awards for Gerontology Nursing Excellence

We recognize outstanding graduate-level nursing students each year through our Ralston Awards for Gerontology Nursing Excellence. Candidates for the award must have a GPA of 3.50 or higher and are nominated by academic leaders in their individual schools.

At a spring ceremony, the awardees give a brief talk to the Ralston Board of Managers on why they chose geriatric nursing as their specialty and receive a cash award and certificate of recognition from Ralston Center. We applaud the accomplishments of the honorees for 2014:

Anne Feczko
University of Pennsylvania

Louisa Miceli
Villanova University



RALSTON HOUSE

Ralston House, the third and last residence of The Indigent Widows and Single Women's Society, opened in 1887 at 3615 Chestnut Street in Philadelphia.

Ralston House was converted from a residence for the elderly to offices in 1985. It currently serves as the headquarters for Ralston Center.

It is also home to faculty, staff and practitioners from the University of Pennsylvania's Institute on Aging; Penn's Geriatric Medicine practice; and researchers in memory, Alzheimer's, sleep disorders, behavioral health and nursing.

Improvements are regularly made to optimize the current operations at Ralston House while respecting its historic significance. Major capital investments in Ralston House were necessary for 2014. Upgrades were made to the fire alarm system to improve safety and assure compliance with current fire codes, and work on the elevators was performed to improve safety and reliability.



FINANCIAL HIGHLIGHTS DECEMBER 31, 2014

Statement of Activities

Revenue and Other Support

Program service income	\$ 844,711
Investment income	581,924
Interest income	10,770
Grants and gifts	140,953
Net assets released from restrictions	2,500

Total Revenue **1,580,858**

Expenses

Programs	1,222,101
Fund-raising	45,338
General and administrative	285,201
Other changes in net assets	20,326

Total Expenses **1,572,966**

Net Income **\$ 7,892**

Balance Sheet

Assets

Cash	\$ 68,939
Accounts receivable	67,677
Prepaid expenses	23,036
Investments	10,073,376
Property and equipment	1,926,366
Interest in perpetual trusts	1,919,677
Advance-Life Center	169,484
Visual easement	113,226

Total Assets **14,361,781**

Liabilities

Accounts payable and accrued expenses	54,157
Deferred revenue	33,333

Total Liabilities **87,490**

Net Assets

Unrestricted	10,514,569
Temporarily restricted	1,342,448
Permanently restricted	2,417,274

Total Net Assets **14,274,291**

Total Liabilities and Net Assets **\$ 14,361,781**

CHAMPIONS OF HEALTHY AGING

The Board of Managers of Ralston Center is deeply grateful to the following individuals, businesses and foundations for joining us as champions for healthy aging and age-friendly communities by making philanthropic contributions to the Ralston Center in 2014. These donors provide older Philadelphians with high-quality wellness classes, home care, and housing.

Ms. Jacqueline Akins
Ms. Anne E. Callan*
Ms. Jane Calvani
Ms. Hulda Classen
Ms. Nancy Collins*
Dr. Edward S. Cooper*
Mr. Michael P. Erdman*
Dr. Mary Ann Forciea*
Ms. Mary Garner
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Ms. Maureen Gibney
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Rev. Dr. Renee McKenzie-Hayward*
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Ms. Linda Stanley and Dr. Theresa Snyder
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Mr. and Mrs. Peter S. Strawbridge
Dr. Neville Strumpf*
Ms. Linda Szilyagi and Mr. Peter Wise
Ms. Marlisse Taylor
Ms. Sharon Turner*
Mr. Jonathan D. Tyburski*
Mr. and Mrs. Duncan Van Dusen*
Ms. Joan Weiner
Ms. Rachel Winslow

** denotes member of Ralston Center's Board of Managers*

In Memory of Elizabeth Ann Grange (1914-2014)

Mrs. Elizabeth Ann Grange provided distinguished service as President of the Ralston House Board of Managers in the 1950s and as a member of the Board for 50 years. Her service exemplified Ralston Center's values and our commitment to providing care and fostering a high quality of life for older Philadelphians. Ralston Center is grateful to the donors listed here for their gifts in Mrs. Grange's memory.

Ms. Susan Bankston
Mrs. Philip A. Bregy
Mr. and Mrs. Michael P. Erdman
Mr. and Mrs. Allen Greenough
Mr. Charles Krick
Ms. Barbara C. Linder
Mr. Lathrop B. Nelson Jr.
Mr. and Mrs. Horace Schwarz
Ms. Elaine G. Terranova
Mr. and Mrs. Duncan Van Dusen
Mr. and Mrs. Peter Strawbridge

CHAMPIONS OF HEALTHY AGING

Legacy Donors

Nearly 200 years ago, Sarah Ralston encouraged hundreds of generous Philadelphians to join her in providing care for the city's older citizens when she established the society that became Ralston Center. Thousands of people have perpetuated Ralston's vision and extended the impact of her work. The men and women listed below have provided exceptional perpetual support for Ralston Center's work.

John W. Barton Trust
John S. Bush Trust
Elizabeth Chauncey Trust
Elon Dunbar Trust
Joseph S. Keen Jr. Trust
William Vaux Jr. Trust

Institutional Donors

Bright and Christella Erichson Charitable Trust, sponsor of Ralston Center's Caregiver Awards
Friends Foundation for the Aging, a sponsor of Ralston My Way
Independence Blue Cross Foundation, a sponsor of Ralston My Way

Every effort has been made to correctly list all donors who made gifts between January 1 and December 31, 2014. If we have acknowledged your gift incorrectly, or you would like to be recognized as a "Champion of Healthy Aging" in the 2015 Annual Report, please contact John Federico, Director of Development, at 267-233-7811 or jfederico@ralstoncenter.org

The official registration and financial information of Ralston House Inc. may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

RALSTON CENTER BOARD OF MANAGERS 2015

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Jonathan D. Tyburski, CFA, Treasurer

Duncan W. Van Dusen, MPH, Secretary

Anne E. Callan, MPH, CPH

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Elizabeth K. Keech, PhD

Joseph A. Lukach, MSW, MBA, M Div

Reverend Renee E. McKenzie-Hayward, PhD

Salvatore Rotella, Esq

Sharon Turner, RN

Four Board Members Retired

With gratitude and appreciation, we said farewell at the end of 2014 to four members of the Ralston Board of Managers, who together gave 75 years of service to Ralston Center.

Gay P. Gervin

Joseph J. Hill

Barry Rovner

Francis R. Strawbridge

Their foresight, dedication and contributions guided what we do today and prepared us to address the needs of those we will serve in the future.



RALSTON CENTER
Quality of life in aging since 1817

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