

RALSTON CENTER

Quality of life in aging since 1817

2016 ANNUAL REPORT



Ralston Center's mission is 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.

As the times and the needs of older adults have changed, so too has Ralston Center. The oldest nonprofit, nondenominational organization in the nation focused on the care and support of the elderly, Ralston creates and delivers relevant programs to enhance the quality of health and life of older adults living independently in Philadelphia.

Keith Singleton volunteered to chop vegetables for butternut squash soup during a Ralston Center Age-Friendly Food & Company communal cooking session at West Philadelphia Senior Community Center.

LETTER FROM THE PRESIDENT OF THE RALSTON BOARD OF MANAGERS AND CEO



In 2016 Ralston Center launched a major initiative, marked several programmatic milestones and prepared for our 200th Anniversary.

In May 2016, Philadelphia's Mayor Jim Kenney, representatives from our age-friendly stakeholder organizations and members of the community joined us to kick off Ralston's Age-Friendly West Philadelphia Initiative. Committed to improving the physical and social environment, the Ralston Age-Friendly West Philadelphia Initiative addresses many challenges faced by older adults.

Ralston Wellness celebrated its 25th year of providing fitness and other programs to adults 55 and older in October. More than 125 guests and organizational stakeholders enjoyed fitness classes, wellness stations, food and nutrition discussions, a model for an intergenerational park and a healthy lunch.

Ralston My Way responded to a substantial increase in the demand for home care services among its members this year. Older adults turned to our support services to make living at home easier and received home care following a hospital or rehabilitation facility stay.

Joseph J. Hill Ralston Mercy-Douglass House completed its 15th year of operation. Annie Williams, the first resident, tells us she continues to be happy and enjoys the staff and other residents.

For the 10th consecutive year we honored graduate nursing students in gerontology. Students from five Philadelphia-area universities were recognized for delivery of high-quality care for older people.

Each of our programs helps to achieve our mission. As the needs of older Philadelphians change and grow, we pledge to respond in thoughtful and useful ways.

Neville E. Strumpf, PhD, FAAN
President

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

2016 HIGHLIGHTS



8,794

Adults 55 years and older served



1,223

Received services in their homes



6,643

Participated in education, fitness, and other programs



34,838

Hours of service including educational workshops, fitness classes, home care, home repair and more



650

Servings of nutritious soup provided to elderly participants free of charge



55

Ralston My Way caregivers provided services to the elderly in their homes



50

Age-Friendly West Philadelphia Initiative community partners



25

Years of fitness and other wellness classes



15

Years of providing housing to low-income older adults



124

Donors contributed \$234,043



RALSTON AGE-FRIENDLY WEST PHILADELPHIA

In May 2016, the **Ralston Age-Friendly West Philadelphia Initiative** launched as a collaborative partnership of 50 organizational stakeholders—community groups, service providers, area institutions and city government—convened by Ralston Center to make West Philadelphia a more livable community.

The initiative currently sponsors three key efforts: **Age-Friendly Places**; **Age-Friendly Resource Network**; and **Food & Company**.

Ralston's Age-Friendly Places promotes intergenerational social engagement by making public parks and spaces safer and more inviting and by removing barriers for older West Philadelphians. A project named Walk Age-Friendly Mantua involved 30 volunteers who assessed and recorded areas needing improvement, such as cracked sidewalks, inadequate street lighting and unmarked crosswalks. Working with a few organizational collaborators, Ralston Center engaged Mantua residents in designing a bench prototype and in identifying locations for benches and signage. The selected bench prototype is being fabricated and the first bench will be installed in 2017.

Ralston's Food & Company improves older West Philadelphians' access to healthy food and nutritional resources and promotes social interaction through communal cooking and food distribution. Ralston began the program with food education sessions in October 2016 and continued with communal soup-making events. We distributed 650 servings of nutritious soup to people in need through five community partners. A number of organizations have asked to partner with Ralston and set up soup-making events for specific groups in 2017.

Ralston's Age-Friendly Resource Network increases older West Philadelphians' access to existing resources and alleviates social isolation by pairing volunteers with clients. Ralston staff is recruiting and training volunteers, known as Ralston Ambassadors, to provide assistance with accessing help from community or government organizations, transportation and help completing errands and simple tasks. Older West Philadelphians can request a match with a Ralston Ambassador by calling Ralston's Age-Friendly West Philadelphia helpline, which went live in January 2017.

A NEW PORTRAIT OF AGING IN MANTUA

Not everyone's mother appears in a massive mural on Lancaster Avenue in West Philadelphia. But Madeline Arrington's does.

Madeline's mother, Ola Collins, now 92, was an early community activist. She owns a home in the Mantua neighborhood of West Philadelphia, as does her daughter.

Like Ola, Madeline is also a community activist. Most recently, she has been busy as a board member of the Mantua Civic Association (MCA). She heads two committees, one targeting neighborhood beautification and another focused on the community's aging population. MCA is a key partner in the Ralston Age-Friendly West Philadelphia initiative.

The initiative's first program was Walk Age-Friendly Mantua, an intergenerational effort designed to engage a cross-section of stakeholders, from older adults to students at local schools and universities, in improving the physical environment. Up first is installing age-friendly benches and directional

signs that help seniors safely navigate their neighborhood.

Madeline and MCA are also assisting Ralston's Food & Company, which improves older West Philadelphians' access to fresh, healthy foods. "They are simple concepts," Madeline says, "but important ones, because they help older people remain in their community."

"Ralston is an established, focused organization, and it has a sterling reputation. They have taken a very personal, caring approach to Mantua, and not from a distance but right in our community.

"Organizations like Ralston and the Mantua Civic Association are coming together to keep Mantua alive," Madeline continues. "We're just at the beginning of what we're going to accomplish. But we're confident we're going to make a big difference."



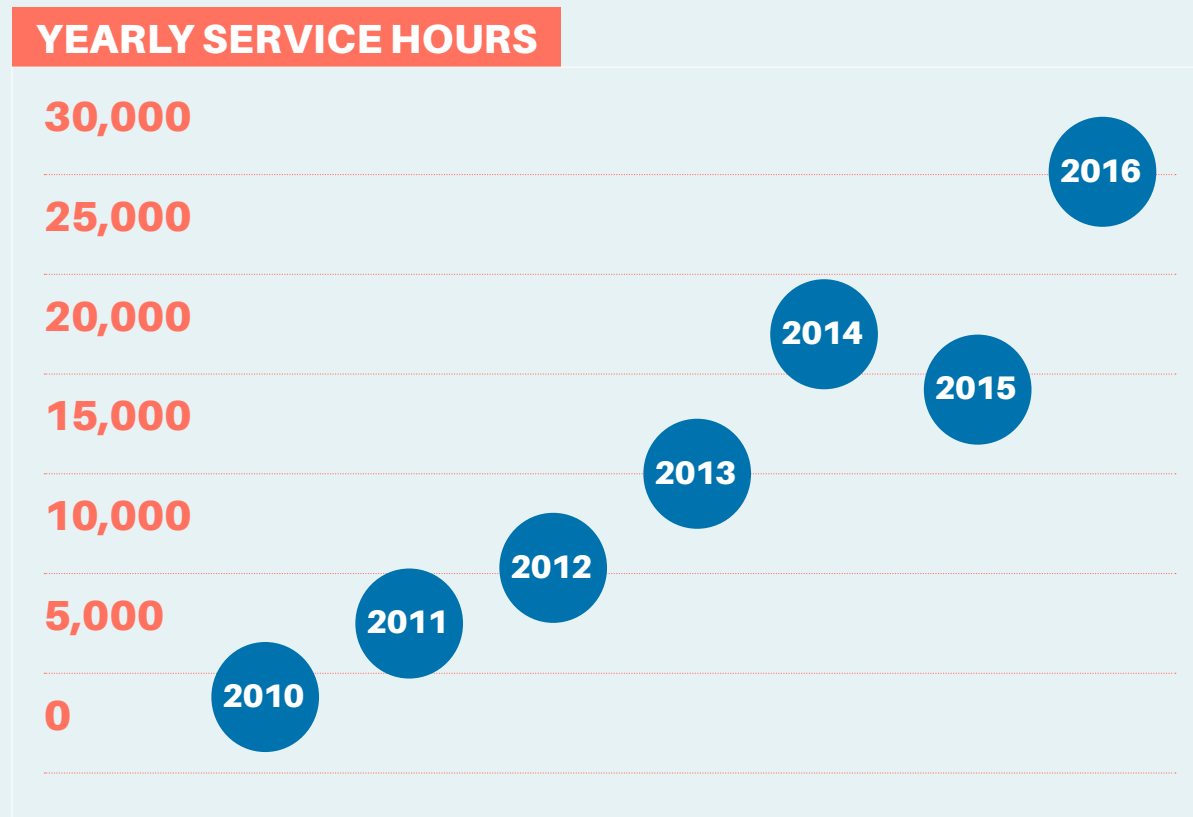
"Ralston is an established, focused organization, and it has a sterling reputation. They have taken a very personal, caring approach to Mantua, and not from a distance, but right in our community." — MADELINE ARRINGTON

Madeline Arrington (l) shares a special moment with her mother, Ola Collins.

RALSTON MY WAY

Ralston My Way is a Pennsylvania Department of Health licensed home care agency dedicated to making life better for older adults in Northwest Philadelphia.

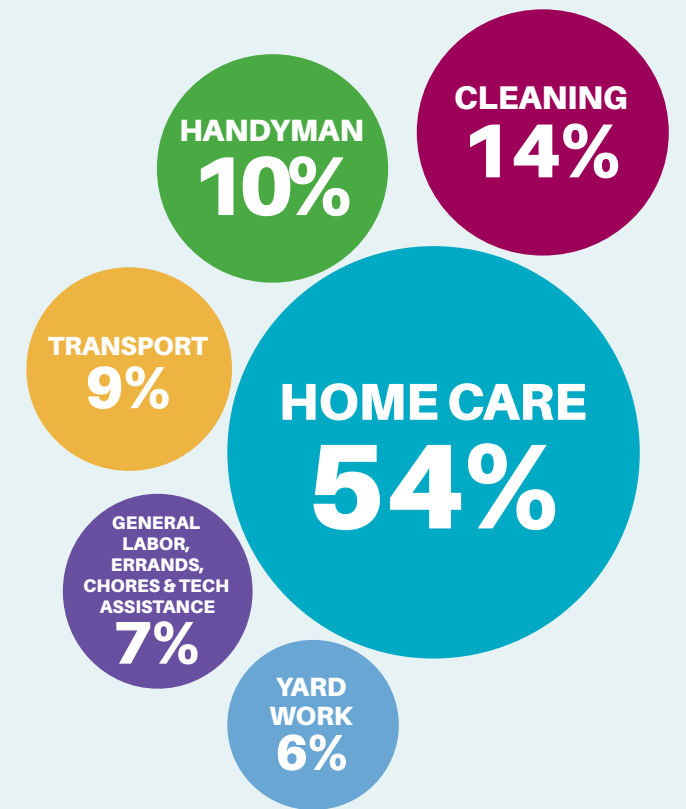
In 2016, Ralston My Way supplied 1,223 senior households with 28,000 hours of affordable services, nearly double the home care hours provided the previous year.



Ralston My Way is committed to delivering high-quality care to our members and providing a first-rate working environment for our caregivers. With support from the Patricia Kind Family Foundation, Ralston My Way offered three professional development programs to home care staff in 2016, fostering continuous care quality improvement and job satisfaction. Ralston My Way also initiated a cross-training program in which handymen work together to build their skills and share tips on best outcomes.

Through grants from PNC Charitable Trusts and the Scholler Foundation in 2016, handymen offered home repairs at no charge to Medicaid-eligible residents. Ralston My Way handymen provided 225 hours of free service to 42 households, and addressed the bigger concerns older adults have about affordable ways of maintaining their homes.

Some of the most important benefits provided by Ralston My Way include intangibles such as peace of mind, freedom and making lives easier not only for the people served but for their adult children and other family members. In a survey of Ralston My Way members who received home care, 82 percent of respondents reported that Ralston My Way improved their quality of life.



RALSTON MY WAY SERVICES

HOME CARE SERVICES

- Bathing
- Dressing
- Grooming
- Light housekeeping
- Laundry
- Meal preparation
- Companionship

HANDYMAN REPAIRS AND MAINTENANCE

- Small projects and repairs

YARD WORK AND SNOW SHOVELING

ERRANDS AND TRANSPORTATION

CHORES

- Pet care
- Hanging curtains
- Rearranging furniture
- Packing boxes
- Watering plants
- Helping with technology

WHEN LIVING AT HOME IS NONNEGOTIABLE

It's not every person who still lives in her own home at 101 years of age. But then, Eleanor Kolb isn't just any person.

Eleanor had always been active. She was a nurse and is a mother of two, grandmother of four and now has two great grandchildren. She played bridge and loved to garden and sew. She remained active into the 10th decade of her life, until a bad fall resulted in a hospital stay and a long convalescence. But Eleanor has been able to remain in her adored Germantown home — with the help of Ralston My Way.

In the past Eleanor turned to Ralston My Way for occasional help with housecleaning and gardening. Since her fall, she has relied on home health aides, who visit twice a day.

One aspect Eleanor likes about Ralston My Way is getting services from a local agency that's closely connected to the community. But what she enjoys most is the personal connection with the Ralston My Way caregivers who deliver services.

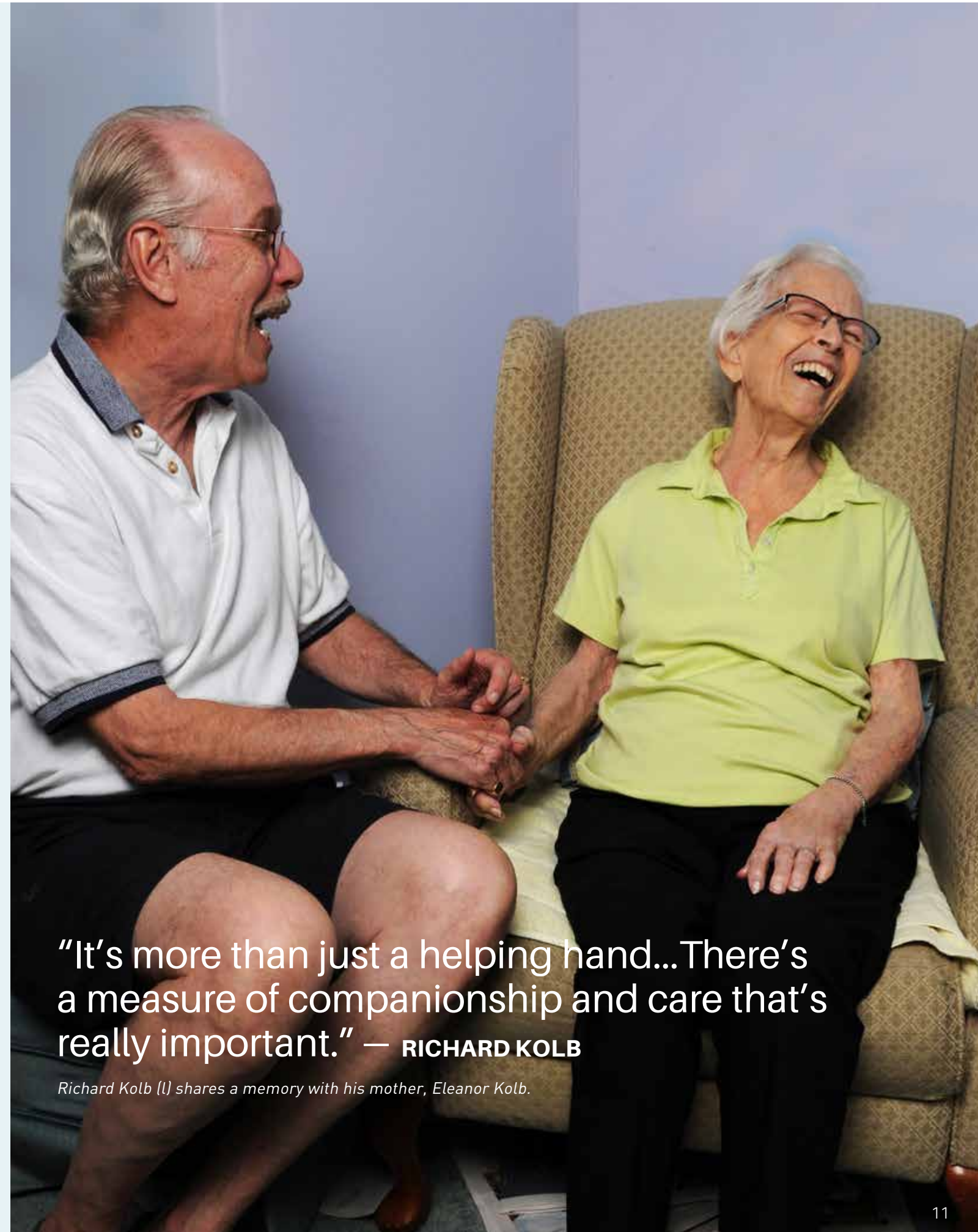
"It's more than just a helping hand," explains Eleanor's son, Richard. "There's a measure of companionship and care that's really important."

Richard believes there are two qualities of Ralston My Way that are unmatched. First is the commitment to providing a high level of service at an organizational level. "If an employee is sick and can't come one day, they'll make a major effort to find a substitute to make sure Mom's situation is covered," he says.

Second is the Ralston My Way caregivers themselves. "I've dealt with five or six people, and all of them have been very pleasant and helpful," Richard relates. "Caring is the word I would use, because it's clear they care personally about my mother."

The result is that Eleanor has been able to stay in her beloved home. "And believe me, she made clear very early on that this point was nonnegotiable," Richard laughs.

"That's what's so invaluable about Ralston My Way," he concludes. "It's allowing people to stay in their homes, and it's an enormous benefit to the community."



"It's more than just a helping hand... There's a measure of companionship and care that's really important." — RICHARD KOLB

Richard Kolb (l) shares a memory with his mother, Eleanor Kolb.

RALSTON WELLNESS

Ralston Wellness offers opportunities for social connection and fitness classes to increase flexibility, balance, strength and to support performance of everyday activities.

This year alone, participants engaged in 700 hours of fitness programming at Ralston Center and its community partner sites.

Ralston Center was an early adopter of group exercise to improve the health and well-being of older adults.

Classes include Stretch and Tone, Abdominal Workout, Tai Chi, Chair Yoga and Feldenkrais led by talented and dedicated instructors, some of whom have been with Ralston Center for more than 20 years.

Community Partner sites

A Place Like Home II

Church of the Lord Jesus Christ of the Apostolic Faith

East Falls Village (at Falls Presbyterian Church)

Salvation Army Booth Manor

Salvation Army Ivy Residence

Mercy LIFE West Philadelphia



Sarah Hohenberger (l) speaks with Barbara Kroberger, Ralston My Way social worker, at the 25th anniversary celebration of Ralston Wellness.

“The joy of life is being expressed in these classes every day.”

— SARAH HOHENBERGER

WHEN ALL ROADS LEAD TO RALSTON

You could say that Sarah Hohenberger’s road to Ralston Center has been a long one. And it continues to be long, now that she lives in the West Parkside section of Philadelphia.

But the distance hasn’t prevented her from regularly attending Ralston’s Chair Yoga and Stretch & Tone classes.

“When I lived closer to Ralston Center, I became attached to it,” Sarah says. “So when I moved farther away, I didn’t even look for a different program. I would rather travel the distance to Ralston.”

Sarah’s path to Ralston began in 1935 in a small town in Romania, near the border with present-day Ukraine. After World War II, like other Jewish children, she emigrated to Israel. Sarah’s parents followed three years later, and Sarah worked to support her family. Eventually she went to college and then law school. Sarah practiced law in Israel until she was in her early 30s, when her husband earned a scholarship to Drexel University. They settled in Philadelphia

and never left. She retired from her law practice in 1998.

Sarah has a direct, concise way of talking. But if you speak with her long enough, she just might sing to you. And what she sings might be one of the many names of God, in English or Hebrew or Aramaic.

Spiritual enrichment is part of what keeps Sarah coming back to Ralston.

“Every time I go to yoga I learn something that enriches my life,” she says. “If the weather is bad and I can’t get there, I am not happy.”

“The people who have been coming a long time think of Ralston Center as their home,” Sarah concludes. “The joy of life is being expressed in these classes every day.”

RALSTON AWARDS

In 2016, Ralston Center recognized Graduate Nursing Students from LaSalle University, Temple University, Thomas Jefferson University, University of Pennsylvania and Villanova University for excellence in gerontological nursing.

Candidates for these awards, nominated by academic leaders in their individual schools, must be earning a graduate degree in gerontology, have a GPA of 3.50 or higher, and exemplify the highest standards of compassion, commitment and excellence in care of the elderly.

2016 RALSTON AWARD WINNERS

Margaret Black, LaSalle University
School of Nursing and Health Sciences

Ilcy Mejia, Temple University
College of Public Health

Michele C. Power, Villanova University
College of Nursing

Emily Stout, University of Pennsylvania
School of Nursing

Mary Wang, Thomas Jefferson University
School of Nursing

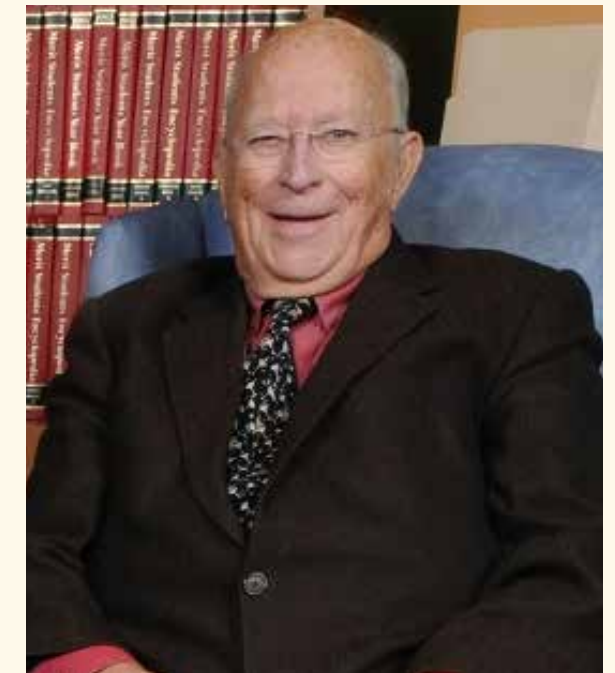


From left, award winners Margaret Black, Mary Wang, Ilcy Mejia, Ralston Board of Managers President Neville E. Strumpf, Chief Executive Officer Joseph A. Lukach, and award winners Emily Stout and Michele Power.

JOSEPH J. HILL RALSTON MERCY-DOUGLASS HOUSE

Joseph J. Hill Ralston-Mercy Douglass House (JJHRMDH) celebrated 15 years as a subsidized independent-living residence for low-income seniors 62 years of age or older.

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 apartments are fully occupied and there is a waiting list. Priority placement is offered to qualified individuals experiencing homelessness.



In celebration of the 15th anniversary of JJHRMDH, Annie Williams, the first resident of JJHRMDH, received flowers from Joseph J. Hill. Hill was instrumental in the founding of this facility when he was president of the Ralston Center Board of Managers.

OUR 2016 DONORS

RALSTON CHAMPIONS OF AGING

Thanks to donors like you, the number of Ralston Center contributors increased by 20 percent over 2015, providing a firm foundation in support of our efforts to improve health and quality of life for older Philadelphians.

Grants and contributions are making it possible for Ralston Center to embark on the Age-Friendly West Philadelphia Initiative, strengthen the work of Ralston My Way caregivers by providing them with first-class professional development training, and broaden the scope of our Ralston Wellness offerings. The Board of Managers, staff and beneficiaries of Ralston Center's programs and services are deeply grateful to the donors listed below.

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FINANCIAL HIGHLIGHTS 2016

STATEMENT OF ACTIVITIES AND CHANGES IN UNRESTRICTED NET ASSETS

Revenue and Other Support

Program service income	\$ 1,058,809
Investment income	484,071
Interest income	4,507
Grants and gifts	148,783
Net assets released from restrictions	122,556

Total Revenue \$ 1,818,726

Expenses

Programs	\$ 1,675,250
Fundraising	151,545
General and administrative	284,528

Total Expenses \$ 2,111,323

Other changes in Net Assets

96,947

Change in Unrestricted Net Assets

(\$ 195,650)

STATEMENT OF FINANCIAL POSITION

Assets

Cash	\$ 228,743
Accounts receivable	124,128
Prepaid expenses	19,553
Investments	9,784,197
Property and equipment	1,563,118
Beneficial interest in perpetual trusts	1,738,843
Advance-Life Center	40,889
Visual easement	113,226

Total Assets \$13,612,697

Liabilities

Accounts payable and accrued expenses	\$ 120,441
Deferred revenue	34,000

Total Liabilities \$ 154,441

Net Assets

Unrestricted	\$ 9,854,562
Temporarily restricted	1,367,254
Permanently restricted	2,236,440

Total Net Assets \$ 13,458,256

Total Liabilities and Net Assets \$13,612,697

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RALSTON CENTER

Quality of life in aging since 1817

3615 Chestnut Street
Philadelphia, PA 19104
215-386-2984
info@ralstoncenter.org
RalstonCenter.org

