

“The older we get, the better we are.”



**UNITED SENIOR SERVICES**  
Active | Involved | Independent



## United Senior Services

### Springfield Downtown Locations

Pitzer Center, 101 S. Fountain, 323-4948  
C.A.R.E. Annex, 50 W. High, 324-9000  
Email - [eunited101@aol.com](mailto:eunited101@aol.com)  
[www.unitedseniorservices.org](http://www.unitedseniorservices.org)

### Satellite Centers

Springfield Northside, 1350 Vester Ave., 399-3411  
New Carlisle, 199 Sunrise Terrace, 845-2080  
1416 Lake Avenue, 845-2080  
South Charleston, 101 E. Columbus Rd., 462-7188  
Enon, 7571 Spfld-Dayton Rd., 863-0043

## United Senior Services

### 2011 Annual Meeting

The mission of Elderly United is to enhance the lives of Clark County older adults by offering quality services that promote general well-being, independent living, and socialization.

# 2010 Year In Review

## **2010 brought several significant events:**

1. Changing our business name to United Senior Services. It's been a detailed transition after being called Elderly United for over 40 years, but the services are so much more comprehensive that it seems to fit us better.
2. Passage of the one mill levy in May enabling our agency to continue providing the services you need for five more years. Thanks to all who supported this issue!
3. Opening of a second satellite office in New Carlisle at Lake Avenue Retirement Village.
4. Expansion of the Enon Satellite office/evaluation of South Charleston area for service and program needs.
5. Outpouring of support and assistance from the community after the destruction of 4 agency vehicles in a devastating fire, just 5 days before the May election. Thanks again to all who assisted with this project.
6. Thriving groups and services include Changing Gears Bicycle Group, R.E.A.L. Book Club, Chair Volleyball, Parkinson Support Group, Focus on Fitness, Keep Dancin' and Movin', Medical Claims, Income Tax, CARE, Connect Ohio Computer Classes, Triad and more.
7. Demonstrated need for respite service to help caregivers who have total care of a loved one.

*Clark County's senior population is growing and needs are becoming more complex, but we pledge to be here with dependable, consistent, quality services to encourage and maintain independence and preserve personal dignity.*

## **Vision Statement**

Older adults in Clark County live vibrant, healthy, useful and independent lives.

## **Values**

**Service to the older adult:** We are dedicated to helping older adults live the best life possible.

**Respect:** We treat all members, clients and partners with respect and courtesy, and we expect every member and client to do the same.

**Confidentiality:** We respect the privacy of every member and client we serve.

**Collaboration:** We maximize our resources and the impact of our actions through collaboration. We serve the community best by collaboration with others who have the skills, resources and programs that support our essential mission.

**Innovation:** We seek out the best practices and we explore new approaches in a never-ending effort to serve older adults in the best way possible.

## **RSVP**

Norma Knowlton – Director  
Carole Huff – Administrative Secretary  
Shana Smith – Madison Co. Vol. Coord.

## **TRANSPORTATION**

Dale Rapp – Director  
Cheryl Boysel – Office Assistant  
Charles Battle – Driver  
Minta Bilyeu - Sub Driver  
Thomas Blake – Sub Driver  
James Brandon – Driver  
Percy Davis – Sub Driver  
Alan Feinstein – Sub Driver  
Douglas Harris – Driver  
Linda Hodge – So. Charleston Driver  
Pete Jackson – Driver  
Gene Libecap - Driver  
Mike McNutt - Driver  
Arnold Sims – Driver  
Janet Strome – Driver  
Larry Strome – Driver  
Walt Wallen – Driver

## **MEALS ON WHEELS / CHORE**

Peggy Holbrook – Director

## **OUTREACH / SBC / HEAP**

Rita Marshall

## **MINORITY / OUTREACH / WELLNESS**

Cathy Ferguson, LPN

## **SENIOR NUTRITION PROGRAM**

Sharon Torres – Director  
Treva Howell – Bookkeeper/Secretary  
Karen Blake – Outreach Coordinator  
Winston Banks – Site Aide  
Alfred Beaty – HD Driver  
Patricia Bowen – Site Manager  
Frank Brown - HD Driver  
Jackie Brown – Site Manager  
Carleen Castleberry - Site Manager  
Wade Castleberry – HD Driver  
Alegra Crafter – Site Manager  
Lisa Egbert – HD Driver  
Dottie Ehrman – Site Manager  
Harold Fletcher – HD Driver  
Eric Glasser - HC Driver - Sub  
Larry Harrelson – HD Driver  
Carl Hutchins – HD Driver  
Connie Joy - Site Aide  
Delia Lindermann - Site Aide  
Cheryl Lloyd - Site Aide  
John Marberger - HD Driver - Sub  
Robert Pipkins – HD Driver  
Gladys Rhodes - HD Driver - Sub  
Barbara Short – Site Manager  
Bonita Stevens – HD Driver  
Amos Sims – HD Driver  
Betty Smith – HD Driver  
Brenda Turner - Site Manager  
Clair White - Site Aide

## **MEDICAL CLAIMS**

Julie Hablitzel – Claims Assistant  
Dianne Howard – Claims Assistant

## **ELDERLY UNITED SATELLITES**

### **WESTERN COUNTY**

Delores Berry ~ New Carlisle Coordinator  
Al Bowers ~ Enon Co-Coordinator  
Joanne Snarr ~ Enon Co-Coordinator

### **NORTHSIDE ~ Villa Park**

Jane Nance - Coordinator

### **SOUTH CHARLESTON ~**

Linda Hodge ~ Van Driver

**ELDERLY UNITED STAFF**

**ADMINISTRATION/SUPPORT**

Donna Frederick	Executive Director
Joyce Ware	Assistant Director for Finance & Personnel
Randy Yontz	Assistant Director for Program & Facilities
Denise Gresh	Accountant
Abby Rohde	Accountant Assistant
Mary Ann Harless	Public Relations Coordinator
Ruth Anne Dingeldein	Administrative Assistant
Peggy Connolly	Administrative Secretary
Penny McKean	Receptionist/Secretary

**CUSTODIANS**

Nellie Baker	Ken Diehl	Gary Johnson
Verna McFarlane	Arnold Sims	Bill Whaley

**C.A.R.E.**

Judy Potts – Director	Sheila Gibeck – Companion Coordinator
Debbie McNutt – Adm. Secretary	Thelma Sigmon - Secretary
Monica Spencer – Guardianship Coordinator	Patty Summers – Secretary
Tracy Wickham - Prevention Coordinator	

**UNITED SENIOR SERVICES / MENTAL HEALTH SERVICES**

Maggie Dailey – LSW Therapist	Dr. Kalpana Vishnupad – Psychiatrist
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**TRIPS/TOURS**

Pat Brown – Coordinator  
Peggy Connolly - TripsAssistant  
Les Stewart - Trip Aide

**EDUCATION/SOCIALIZATION**

Kathryn Green – Craft Instructor

**HOMEMAKER/PERSONAL CARE**

Linda Scutt, R.N. - Director	Dinah Kadel, R.N. - Supervisor	
Patty Summers - Secretary	Donette Ballard	Brenda Comer
Myra Dillon	Sonie Gibson	Marie Harber
Susan Hawkins	Sue Huff	Jean Hunter
Heather Hurt	Sandi Littler	Kathy Montgomery
Charlotte Moss	Betty Morris	Chasity Plott
Holly Rossman	Sue Simpson	Shari Stevens

**2011  
ANNUAL REPORT**

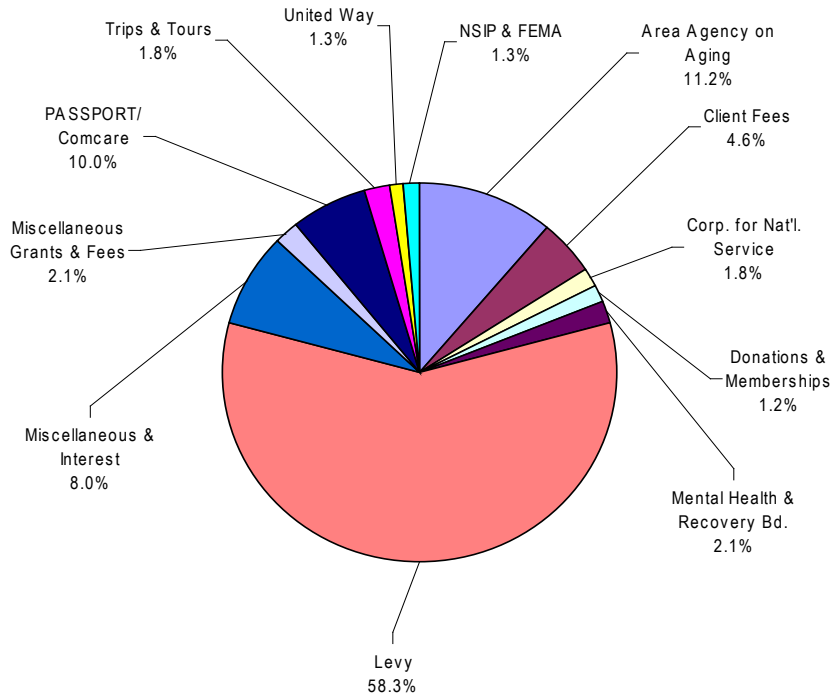
Welcome	Don Martin
Minutes of 2010 Annual Meeting	Marjorie Travis
Treasurer’s Report 2010 Audit	Darrell Kitchen
Nominating Committee Report	Marjorie Travis
Executive Director’s Report	Donna Frederick
Special Guests - Clark County Updates	

Music By: Mary Margaret Fowler	Refreshments
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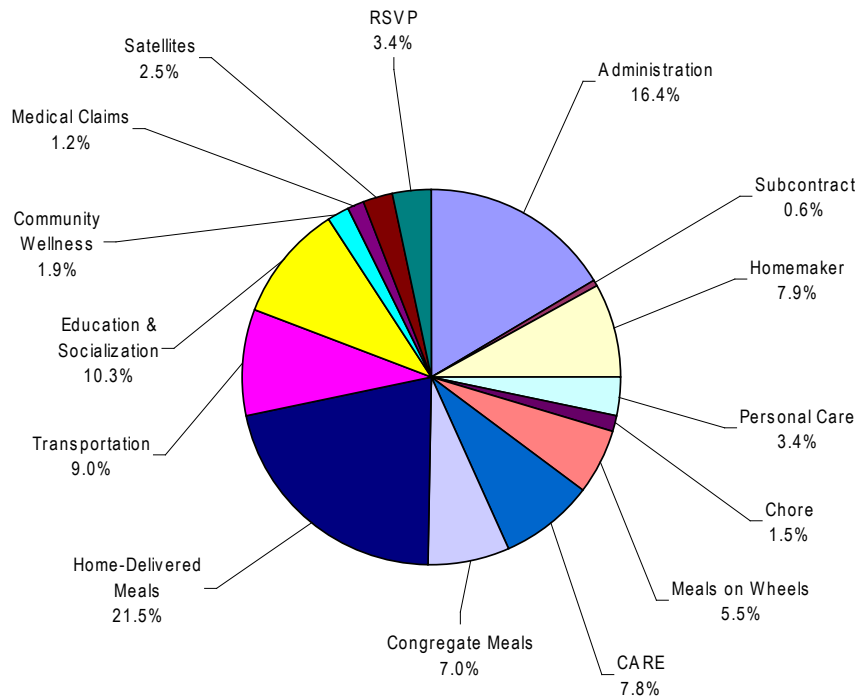
**Board of Trustees**

President	Darrell Howard
Vice President	Don Martin
Treasurer	Darrell Kitchen
Secretary	Marjorie Travis
Hugh Barnett	Darryl Bauer
Gordon Flax	Don Flowers
Tim Howard	Erma Rockhold
Priscilla Smithers	Larry Todd
Mike Trempe	Jeanette Wehler
Larry Zerkle	Betty Pitzer, Emeritus

## INCOME



## EXPENSES



## SERVICE

UNITS OF SERVICE

PERSONS SERVED

### C.A.R.E.

* Gatekeeper	250	40
* Guardianship	421	26
* Outreach - Service changed	85	3

### C.A.R.E.

* Peer Support - Money Management, Tel. Reassurance, Respite, Visit, Assisted Socialization	2996	752**
* Prevention - Support Groups, Sm Socials, Mental Health Education	1150	

### CHORE - OUTDOOR

1685 158

### COMMUNITY EDUCATION

140 2116

### COMMUNITY/MINORITY WELLNESS

61 229

### EMERGENCY ASSISTANCE

\$8,137 82

### GRANT COORDINATION

* SBC Lifeline OH enrolled	51	60
* HEAP	292	221

### HEALTH FAIRS

10

### HOMEMAKER

12,968 279

### INCOME TAX ASSISTANCE

1511

Donations \$10,124

### MEDICAL CLAIMS / RX ASSISTANCE

1,164 \*\*

### NEWSLETTER

6 newsletters

### PERSONAL CARE

3389 63

### RSVP, Clark Co. - 360 volunteers

51,890 stations 51

### RSVP, Madison Co. - 65 volunteers

5100 stations 13

### FOOD SERVICE

#### Senior Nutrition

* Congregate Meals	32,398	399
* Home-delivered Meals	41,384	277
* Passport / COMCARE	42,308	168

#### Meals On Wheels

24,162 234

### SPECIAL EVENTS & SOCIAL ACTIVITIES

* MLK. Jr. Day, Senior Day, Golden Wedding, Sanders Festival Dinner, Classes and Activities	3,955	34,520
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### TRANSPORTATION

105,274 420

#### TRIPS (18 days)

19 827

#### TOURS - 76 days (84 NEW members)

12 515

### 2010 Membership

4,461

\*\* Duplicated