



## THE POWER OF VISION

*“Dear children, let’s not merely say that we love each other; let us show the truth by our actions.”  
1 John 3:18*



Some Poplar Terrace residents found lounging in the solarium from left to right are: Melville Healy, (standing) Steven Ayling and Anna Ayling, Helberto Leon, Rosa Leon, Harold Wagner, Arlene Kline, (standing) Eunice Wagner, Mary Brightbill .

During the February 2015 Community Homes Strategic Retreat, the Community Homes Board of Directors listened to a presentation whose subject was the need for and the viability of Supportive Services programs. Examples were given concerning how some residents were “failing before our eyes”. At the time, we had no department whose purpose was to step in, educate the failing resident, propose no-cost/low-cost intervention strategies, and assist with choosing the appropriate strategy that would enable the resident to resume a fully independent and healthful life. Nor did Community Homes have any funding stream that would support the creation and maintenance of such a life-altering department. As a result, the Directors cast a vision to create a new Resident Services Department charged with coordinating supportive services for frail or at-risk residents. Jason Trout, a volunteer member of the Board of Directors, accepted the call to initiate a fund-raising campaign to establish this new department. Administrators went on the search for a creative problem-solver having prior supportive services experience to direct our efforts to create and staff a Resident Services Department.

*“The generous will prosper; those who refresh others will themselves be refreshed.” Proverbs 11:25*

**Fast forwarding to 2017:** Has Community Homes secured the necessary donated resources to create and maintain supportive services coordination for its residents? Do we have the capacity to use any received donations for this intended purpose? Are we able to assure donors of appropriate use of any gifts received? Finally, has Community Homes extended acknowledgement and recognition of all who expended his/her time – talents – or treasure for such an endeavor?



Site Administration staff members recently referred two distressed residents to our Resident Services Department. From left to right: Sue Evans, Cottie MacNamara, Missi Carruthers and Sue Green.

### **Supportive Services Coordination in Action**

**The Need:** A resident having an annual income of less than \$10,000, had depleted their life savings in order to pay large hospital bills. The resident no longer drives, and was relying on fellow residents to provide transportation for trips to doctor appointments, the pharmacy, and grocery store.

**The Solution:** With the depletion of assets, the Resident Services Department was able to assist the resident in applying for Medical Assistance, Food Stamps, and a free Bus Pass for public transportation. Also, facilities management was able to provide a lower-cost electricity bill via the building's sub-metering system. The resident can now better afford nutritious food and now has a Medical Card to assist with future health issues.

**The Need:** A resident was victimized by a con artist who preys on older persons and strips them of their cash assets. The resident was struggling to pay rent. The resident was unable to pay the electricity bill and was facing having the service disconnected. When referred to the Resident Services Department, the resident had voluntarily shut off cable TV and phone services. They were vulnerable because they had no dependable method to call for emergency services if the need arose. Also, the resident was counseled by a medical doctor to seek dental care due to persistent mouth / jaw pain.

**The Solution:** An anonymous benefactor stepped forward to pay the back electricity bills, thereby avoiding utility shut off. The resident was assisted in making an application for free cell phone service. The resident was referred to our partner agency, Welsh Mountain's Lebanon Ridge Oral Health clinic, to receive dental services that were affordable. Also, the Resident Services Department scheduled and is conducting educational sessions at each of our residential facilities facilitated by a member of the State Attorney General's office so that residents avoid being conned in the future. This resident's situation has stabilized. They have also been able to have cable TV services restored, an important feature for an older person.

With a total of more than thirty years' experience in coordinating Supportive Services for frail and at-risk older adults, Mary Bell below (left), and Melissa Texter (right), help many Community Homes' residents successfully thrive in an independent environment.





Several Tulpehocken Terrace residents recently gathered in the Community Room from left to right are: (seated) James Williams, Robert Fidler, Susan Weik, and Magdalena Rodriguez; (standing) Betty Gingrich, Kamely Fessler, Peter Fessler, and Roland Behle.

When I reflect on the power of the Community Homes Board's Vision of 2015; the philanthropic gifting of time, talents and treasure; the impact the gifting is making in terms of expressing compassionate concern for our residents – I pray the gifting shall continue!; and the ability to create a groundbreaking Residents Services Department, I praise God for the many, many blessings we all receive.

*“Not to us, O LORD, not to us, but to your name goes all the glory for your unfailing love and faithfulness.”  
Psalms 115:1*

Blessings to you!

Charles F. Rush, Chief Operating Officer

Supportive Services examples contributed by Mary Bell and Missi Carruthers