Senior Citizen Services of Greater Tarrant County, Inc.

Board of Directors

New Member Orientation Manual

January 8, 2015
Southwest Bank
I-20 & Trail Lake
Fort Worth, TX
Table of Contents

Welcome, Introduction, and Mission

1. Board of Directors

2. Funding and Financials

3. Programs and Services

4. Development and Marketing Plan

5. Future Planning: Annual Report, Strategic and Long-Range Plans
Welcome

It is a privilege to welcome you as a member of the Board of Directors of Senior Citizen Services of Greater Tarrant County, Inc.

We are grateful that you will assume a responsibility to the Agency, our participants, and to the community.

Together, we will make a difference in the quality of life for older adults.
Introduction

Senior Citizen Services of Greater Tarrant County, Inc. is a local agency designed to serve the needs of the senior citizens in Tarrant County. A United Way affiliate, the Agency is non-profit, non-sectarian and non-partisan. It is legally incorporated as a non-profit human service agency, tax exempt under Section 501(c)(3) of the Internal Revenue Code.

The overall policies and management of the Agency are under the direction of a Board of Directors. Representing all segments of the community, the Board is comprised of unpaid volunteers who have a sincere interest in the program. The Board employs an Executive Director who is responsible for the administration of the Agency’s programs.
Our Vision

A community without isolated seniors, with older adults staying connected, healthy, active and contributing to community needs.

Our Mission

Empower older adults to live with purpose, independence and dignity by providing social, health, and nutritional supports; and promoting volunteer opportunities.

Our Values

Respect, person-centered services, quality, diversity, integrity, and collaboration.
**Purpose and Function:** The Board of Directors of Senior Citizen Services of Greater Tarrant County, Inc. is the body through which residents of the area may express interest in the operation of senior programs as community service resources for older adults.

As the legal entity of the corporation, the Board is the policy making body. Policies include:

- Establishing purposes and goals for the Agency
- Developing policies to govern Agency operations
- Securing resources for Agency operations
- Employing an Executive Director
- Establishing personnel policies
- Overseeing Agency operations

In order to have an effective Agency, there must be an appropriate working relationship between Board, staff and participants.

The Board delegates to the Executive Director, such tasks as:

- Implementing Board policy
- Day-to-day management
- Developing operating procedures in line with Board policy
- Developing and implementing program activities and services
- Developing resources
- Accounting, clerical and record keeping

The older persons who use the services of the Agency are a part of the organization, and as such:

- Attend individual centers
- Participate in center activities and use center services
- Volunteer to work in or through the center
- Encourage others to become participants
- Promote Senior Centers, the Congregate Meal Program and the Case Management Program

The Board seeks the direct input of older persons through representation in Center Councils and the Agency Senior Center Advisory Council. The Board recognizes the importance of working *with* and *for* the older adults of Tarrant County.
Responsibilities: The Board determines purposes, goals and oversees implementation and re-evaluation as needed.

Establishing Major Policies: The Board considers input from the Executive Director and participants prior to setting policies. Policy decisions may be initiated by either Board members, the Executive Director, or participants. The Executive Director is responsible for the development of procedures to implement policy with the Board’s advice and/or approval.

Securing Funds: The Board is responsible for acquiring the funds necessary to carry out the Agency’s programs. The Board is responsible for all legal and financial transactions of the Agency. The Board has overall responsibility to make certain that the Agency conforms to federal and state laws. The Board is empowered to accept gifts and to acquire and dispose of property. The Board approves the annual budget as submitted by the Executive Director. The Executive Director is held accountable for keeping expenditures within the budget and assists in securing funding.

Securing Physical Facilities: The Board is responsible for acquiring adequate physical facilities and ascertaining that all applicable laws and regulations are met.

Employing An Executive Director: The Board employs an Executive Director, determines the Director’s compensation, specifies the duties to be carried out and delegates the necessary authority to administer the program. The Executive Director is given the authority to employ additional staff.

Assessing the Agency’s Program: The Board is responsible for assuring that the Agency’s program and established goals conform to the community’s changing needs and resources. The Executive Director is required to provide periodic reports to the Board.

Interpreting Program Activities and Services: Board members represent the Agency, both formally and informally, as advocates through speaking engagements, radio and television interviews, press releases and other related activities.

Election of Members: Except as otherwise provided in the Bylaws, members of the Board are elected for a three-year term. Nominations and elections are made annually in November. The Board shall be composed of not less than twelve and not more than thirty members. The President of the Senior Center Advisory Council serves as a Board member. The Chair of the Community Advisory Board also serves as a member of the Board.
2015 Senior Citizen Services
Board of Directors Meeting Schedule

Executive Committee Meeting  11:00 a.m.
Luncheon  11:45 a.m.
Business Meeting Noon to 1:00 p.m.

Location: Southwest Bank, I-20 at Trail Lake Drive
3737 SW Loop 820, FW  76133

Board Meeting Dates (all are on Thursday)
January 15
February 19
March 19
April 16
May 21
June 18
July 16
August 20
September 17
October 15
November 19
December 17

Additional Meetings:
1. Annual Meeting and Report to the Community
   Wednesday, February 25, 2015
   4:30 to 6:00 p.m.
   Trinity Terrace, 1600 Texas St. FW, TX 76102
2. Board Strategic Planning Retreat, TBD
History of Senior Citizen Services

Beginning with a single facility in 1967, SCS has grown to its current countywide network of 28 Senior Centers. Here is a list of significant accomplishments in the agency’s 47-year history.

1967 Senior Citizens, Inc. (SCCI) is officially established through funding by the E.D. Farmer Foundation, the Fort Worth Chapter of the National Council of Jewish Women and the Governor’s Committee on Aging.

Opened first senior center, The Drop-In Center, on November 26th.

1971 Becomes a United Way partner agency.

1973 Designated grantee Tarrant County Congregate Meal Program under Title VII of the Older Americans Act to provide older adults with hot meals five days a week.

1980 SCS opens its own Central Kitchen.

1981 Changes name to Senior Citizen Services of Greater Tarrant County. (SCS)

1994 Honored with President’s Volunteer Action Award, one of only 21 recipients in the United States.

1996 Receives sponsorship of the Retired and Senior Volunteer Program (RSVP).

1997 Inaugurates Seniors and Volunteers for Childhood Immunization (SVCI) Program.

Celebrates SCS’s 30th Anniversary by honoring Harriet Griffin as an “Outstanding Citizen for Seniors.”

The Davidson Family Charitable Foundation establishes the SCS Endowment Fund through the leadership of Dr. James H. Stewart, Jr.

1998 Creates an annual award called “Outstanding Citizen for Seniors” to honor local leaders who exemplify caring and compassion for older adults in Tarrant County.

SCS hosts the 1998 “Outstanding Citizen for Seniors Award” dinner honoring State Senator Mike Moncrief.

1999 Relocates Central Kitchen to the Resource Connection, and the Doss Foundation funds renovation.

SCS honors Judge Tom Vandergriff as the “Outstanding Citizen for Seniors.”

Offers computer-based benefits counseling services to eight senior centers through a grant by HCFA.

2000 Kicks off Older Americans Month with an event at Ridglea Country Club honoring 17 Centenarians.

SCS honors Congresswoman Kay Granger as the “Outstanding Citizen for Seniors.”

2001 SCS honors Mayor Kenneth Barr as the “Outstanding Citizen for Seniors.”
2002  First recipient of United Way Diversity Award.

SCS honors Congressman Martin Frost at the “Outstanding Citizen for Seniors Award” dinner.

2003  New SCS logo unveiled at the Annual Meeting.

TEXERCISE, a spring and fall wellness program, inaugural year.

SCS honors Senator Jane Nelson as the “Outstanding Citizen for Seniors.”

2004  Seniors & Volunteers for Childhood Immunizations (SVCI) registers 50,000th baby.

SCS honors Senator Kim Brimer as the “Outstanding Citizen for Seniors.”

SCS hosts the Rosie Run 5K and 1-Mile Walk.

2005  Receives a United Way grant to update and enhance the senior physical fitness program. Nine participants certified as Fitness Leaders.

Receives a United Way grant to open a new senior fitness and wellness center on the Resource Connection Campus.

SCS, in partnership with the American Red Cross, prepares 40K meals for Hurricane Katrina shelters.

SCS honors Congressman Joe Barton as the “Outstanding Citizen for Seniors.”

Tarrant County Commission on Aging named SCS “Service Provider of the Year.”

2006  In May, Judge Tom Vandergriff and other dignitaries open the newest SCS Center – The Sr. Resource Center – on the Resource Connection Campus.

SCS honors Congressman Michael Burgess, M.D. as the “Outstanding Citizen for Seniors.”

Held reception to honor Oscar Garcia, long-time community leader, as the Star-Telegram 2006 Fort Worth “Man of the Year” and SCS Board Member.

2007  Initiates the Neighbor-helping-Neighbor program, expanded the Outreach Program.

SCS honors Senator Chris Harris as the “Outstanding Citizen for Seniors.”

2008  After 21 years, Executive Director Carlton Lancaster retires. Joyce Hanstrom-Parlin named Interim Executive Director.

SCS honors Judge Glen Whitley as the “Outstanding Citizen for Seniors.”


Began evidence-based A Matter of Balance Fall Prevention Classes.

2009  SCS administrative offices move to the Resource Connection Campus. Jerome H. Mosman introduced as new Executive Director.
SVCI registered the 100,000th baby for immunization.

SCS honors Bob Schieffer as the “Outstanding Citizen for Seniors.”

2010  SCS expanded the number of centers to 32 within Tarrant County & began evidence-based Diabetes Self-Management classes.

SCS honors spouses Janice Knebl, DO & MBA, & Thomas Fairchild, PhD., as the “Outstanding Citizens for Seniors.”

2011  SCS honors Evelyn Siegel, founder and first president of the SCS board in 1967, as the “Outstanding Citizen for Seniors.”

Initiates door-to-door transportation service to and from eight senior centers.

Registered the 115,000th baby in the SVCI program.

2012  Celebrated 45 years of serving Tarrant County Seniors.

Established the agency’s Community Advisory Cabinet.

Fort Worth Mayor Betsy Price spoke at the SCS Annual Meeting.

SCS honors Dick Ruddell from The T as the “Outstanding Citizen for Seniors.”

2013  Created a new fundraiser to replace the “Outstanding Citizens for Seniors” event. The new awards luncheon is called “Senior Spirit Awards” and honors four organizations or individuals in the community. Awards are: The Evelyn Siegel Vision Award, The Carlton Lancaster Legacy Awards, The Mae Cora Peterson Healthy Aging Award, and The President’s Award for Service. Honorees were the Area Agency on Aging; Patty Poma from Guardianship Services, Inc.; the SAGE Program at UNTHSC; and Alene Washington for her 40 years of service to SCS.

Expanded office space to accommodate college interns.

Renovated kitchen with new equipment capital.

Arlington Mayor Robert Cluck, MD spoke at the SCS Annual Meeting.

Implemented a new web site, social media campaign, and blog along with a comprehensive development plan focused on building individual donor base and educating the public about SCS.

Began offering National Council on Aging (NCOA) Economic Security Initiative workshops to provide financial literacy and counseling to seniors.


Hosted the first annual EXPLORE Fort Worth Scavenger Hunt in downtown Fort Worth with over 100 people participating.

2015  Welcomed 11 NEW members to the Board of Directors and 5 new members to the Community Advisory Cabinet.

Piloting NCOA Nutrition Education Program with the American Heart Association.
### Summary of Agency Funding Sources

#### Funding Sources
- Area Agency on Aging (Federal, State, USDA)
- United Way
- Foundations, General Contributions & Others
- Participants and Clients
- Cities (Azle, Crowley, Forest Hill, Fort Worth, Kennedale)
- Community Development Block Grant Funds - Fort Worth and Arlington
- Tarrant County

#### Foundation Support

| Aetna Fdn | Hillcrest Fdn | The Graham and Carolyn Holloway Fdn |
| Alcon Fdn | JPS Fdn | Virginia Hulse - First Presbyterian Church |
| Amon G. Carter Fdn | Junior League of Arlington | |
| Ann & Carol Rhodes Trust | Junior League of FW | |
| Anonymous | K. Menzing Deakins Trust | |
| Arlington Tomorrow Fdn | Leo Potishman Fdn | |
| Baird Fdn | Malcom B. Street Fdn (through CFNTX) | |
| BNSF Fdn | Morris Fdn | |
| Communities Fdn of Texas | National Council on Aging | |
| Community Fdn of North Texas | Ryan Fdn | |
| Crystelle Waggoner Trust | Schollmaier Family Fdn | |
| Harold Simmons Fdn | Sid W. Richardson Fdn | |

#### Corporate Support

| Aetna | Frost Bank | Radio Shack |
| AT & T Employees Campaign | Golden Buffet | Skilled Healthcare, LLC |
| Atmos Energy | Heard and Wright, PC | Southwest Bank |
| Bank of America | Hulen Mall | Starbucks |
| Cantey Hanger LLP | Humana | Texas Health Care |
| Cigna HealthSpring | James L. West Alzheimer's Center | Texas Health Harris |
| Cityview Care Center | JPS Health Network | Methodist Hospital Fort Worth |
| Coors | Lockheed Martin AERO Club | Texas Health Resources |
| Coyote Urban Boutique | Magnolia Cheese Company | The Milan Gallery |
| Dean, Jacobson Financial | MHMR of Tarrant County | The Original Cupcakery |
| Downtown Fort Worth Inc. | News Channel 11 | The T |
| FIT Worth | North Texas LEAD | Trinity Terrace |
| FW Business Press | Oliver's Fine Foods | UNT Health Science Center |
| FW Center of Rehabilitation | Onmi Fort Worth Hotel | Valley Services |
| Fort Worth CVB | PharmUnited | Walgreens |
| Four Day Weekend | Pier 1 Imports | Woody's Tavern |
Special Events & Fundraisers

Explore Fort Worth Scavenger Hunt – Sunday, April 12, 2015
Senior Spirit Awards Luncheon – Friday, September 25, 2015
Juneteenth Participant Event – Friday, June 19, 2015
Diez Y Seis Participant Event – Wednesday, September 16, 2015
North Texas Giving Day – Thursday, September 17, 2015
Giving Tuesday – Tuesday, December 1, 2015
Holiday Party for Participants – December 2015
Financial Reporting Information

2015 ANNUAL BUDGET $2,457,170

FUNDING SOURCES

<table>
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<tr>
<th>Percentage</th>
<th>Funding Source</th>
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<tr>
<td>49%</td>
<td>Area Agency on Aging (Federal, State, USDA)</td>
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<tr>
<td>15%</td>
<td>United Way</td>
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<td>13%</td>
<td>Foundations, General Contributions &amp; Others</td>
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<tr>
<td>7%</td>
<td>Participants and Clients</td>
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<tr>
<td>7%</td>
<td>Cities (Azle, Crowley, Forest Hill, Fort Worth, Kennedale)</td>
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<tr>
<td>5%</td>
<td>Community Development Block Grant Funds (City of Fort Worth / City of Arlington)</td>
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<td>4%</td>
<td>Tarrant County</td>
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EXPENSE BREAKDOWN BY PROGRAM

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<tr>
<th>Percentage</th>
<th>Program</th>
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<tbody>
<tr>
<td>53%</td>
<td>Congregate Meals</td>
</tr>
<tr>
<td>28%</td>
<td>Senior Center Operations (non-meal related)</td>
</tr>
<tr>
<td>9%</td>
<td>Transportation</td>
</tr>
<tr>
<td>7%</td>
<td>Better Choices Better Health (BCBH)</td>
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<tr>
<td>3%</td>
<td>Matter of Balance</td>
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MAJOR EXPENSE ITEMS

Staff (salaries and related taxes and benefits)

Admin: 5 Administration Staff
Program: 28 Program Funded Staff

- Congregate Meal Program
- Transportation
- Better Choices Better Health
- Matter of Balance

33 Total Paid Staff (includes 13 full-time and 20 part-time)

Other Program Expenses

- Contract Food Service (preparation costs, food, supplies, transport/delivery)
- Insurance, Training, Dues, Subscriptions, & Capital purchases
- Occupancy (Central Office & Kitchen)
BUDGETS PREPARED AND MONITORED

Senior Citizen Services
United Way
DADS/TDOA / AAA - Congregate Meals, USDA
CDBG - City of Fort Worth
CDBG - City of Arlington, Arlington Senior Centers

All budgets require at a minimum, proposed and revised versions.

AUDITS

Texas Department on Aging
Area Agency on Aging
City of Fort Worth – CDBG
City of Arlington - CDBG (Central and New York)
Workers Compensation Texas Mutual
Single Audit A-133 – Sutton Frost Cary LLP

MONTHLY FINANCIAL REPORTS TO BOARD AND FUNDING SOURCES

6 Board
1 Management Staff
2 City of Arlington - CDBG
1 City of Fort Worth – CDBG
1 City of Fort Worth – Park and Rec
5 Area Agency on Aging
1 USDA (U.S. Department of Agriculture)

17 Total Month-end Financial Reports

FISCAL YEARS

Senior Citizen Services
United Way
CDBG City of Fort Worth
CDBG City of Arlington (Central & New York Ctrs.)
Area Agency on Aging
Title III-C1 (Congregate Meals)
USDA (Congregate Meals)

October - September
July - June
October - September
July - June
October - September

SCS FINANCIAL DEPARTMENT STAFF

David Barnes, Financial Manager
Betty Thurman, Bookkeeper
Mary Rodriguez, Cashier-Accounting Assistant
Summary of Agency Programs

Senior Citizen Services is a non-profit agency affiliated with the Area Agency on Aging and United Way. SCS is dedicated to helping older adults live their lives with independence and dignity by providing:

**Congregate Meals** - Over 200,000 nutritious meals are served to over 5,000 seniors at our network of 28 senior centers throughout Tarrant County.

**Transportation** – Program at eight senior centers to provide contracted, round-trip transportation between home and the senior center, plus monthly shopping trips.

**Wellness Programs**
- A Matter of Balance – An evidence-based, eight-week fall prevention program that instructs older adults on avoiding falls, maintaining balance, and staying healthy.
- Health for Me – An evidence-based, six-week diabetes and chronic disease self-management program that helps older adults to improve their health through personal planning and choice.
- Medication Management – Individual screening of medications for older adults taking three or more prescriptions to identify dangerous adverse drug interactions.
- Economic Security Initiative—Workshops and individual counseling offer financial literacy training and tools to avoid scams and better manage finances.

**Volunteer Programs**
- Senior Volunteers support community projects and serve in all Senior Centers.
- Senior Medicare Patrol – Senior volunteers are trained to assist other seniors who are possible victims of Medicare fraud.
- Wellness Volunteers are trained and certified to lead wellness workshops.
- SCS Internship Program involves projects for both graduate and undergraduate interns for local universities in the areas of Social Work, Pharmacy, Gerontology, Public Health, Marketing, Journalism, and Public Relations. Current partnerships are with UT Arlington, UNT, UNT Health Science Center, TCU, and Tarleton State U.
Definition of a Senior Center

A senior center is a community focal point where older persons as individuals or in groups come together for services and activities, which enhance their dignity, support their independence and encourage their involvement in and with the community.

As part of a comprehensive community strategy to meet the needs of older persons, senior center programs take place within and emanate from a neighborhood facility. These programs consist of a variety of services and activities in such areas as education, creative arts, recreation, advocacy, leadership development, physical fitness, health, nutrition, legal, information and referral, volunteer and other supportive services.

The center also serves as a community resource for information on aging, for training professional and lay leadership and for developing new approaches to aging problems.

The National Council on the Aging
National Institute of Senior Centers
Senior Center Opening Dates

1967  Drop-in Center Open Sunday, November 26th
1968  Fellowship Corner
1973  Como, Haltom City, and Northside
1974  Arlington-New York and Kennedale
1977  Mansfield and White Settlement
1978  Jewish Family Services and Grapevine
1979  Worth Heights
1980  Diamond Hill and Doc Session Riverside
1982  Forest Hill
1984  Crowley
1985  Goodrich Center for the Deaf
1986  Azle
1991  Keller
1995  Casa
2002  Handley-Meadowbrook and Saint Francis Village
2006  Barnabas House, Saginaw, Simmons Euless Family Life Senior Center, Senior Resource Center, Tri Ethnic, and Watauga
2007  River Oaks
2009  Fair Oaks
2010  Arlington Central and Roosevelt
2011  Eugene McCray
2014  Arlington Central relocated to The Claremont
Administrative Office
Resource Connection Campus
1400 Circle Drive, Suite 300
Fort Worth, TX 76119
817-413-4949

Key Contacts

Jerome H. Mosman, Executive Director
jmosman@scstc.org

David Barnes, Finance Manager
dbarnes@scstc.org

Katie Dyslin, Executive Assistant/HR Manager
kdyslin@scstc.org

Gloria Kuykendall, Volunteer Coordinator
gcarrasco@scstc.org

Marcus Rockwell, Center Operations Manager
mrockwell@scstc.org

Jennifer Severance, PhD., Program Manager
jseverance@scstc.org

OPEN POSITION, Resource Development Manager
apollak@scstc.org

Food Service Department
Contract with
Valley Services, Inc.
5051 Resource Drive
Fort Worth, Texas 76119
817-536-0777
Abbe Martin, Manager
### Abbreviations and Acronyms

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<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>AAA</td>
<td>Area Agency on Aging</td>
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<tr>
<td>ADRC</td>
<td>Aging &amp; Disability Resource Center</td>
</tr>
<tr>
<td>AMOB</td>
<td>A Matter of Balance Fall Prevention Program</td>
</tr>
<tr>
<td>CDBG</td>
<td>Community Development Block Grant</td>
</tr>
<tr>
<td>CDSMP</td>
<td>Chronic Disease Self-Management Program</td>
</tr>
<tr>
<td>ESI</td>
<td>Economic Stability Initiative</td>
</tr>
<tr>
<td>IDD</td>
<td>Intellectual &amp; Developmental Disabilities</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
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<tr>
<td>NCOA</td>
<td>National Council on Aging</td>
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<tr>
<td>NOC</td>
<td>Network of Care (TarrantCares.org)</td>
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<tr>
<td>SCS</td>
<td>Senior Citizen Services of Greater Tarrant County Inc.</td>
</tr>
<tr>
<td>UW</td>
<td>United Way</td>
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