



AID FOR FRIENDS



Annual Report

Aid For Friends, 12271 Townsend Rd, Philadelphia, PA 19154

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Cover Photo: Visitor Volunteers Dee and Frank Carr pose for a photo with one of their client/friends, Beth Martin.

Mission Statement

Aid For Friends' mission is to provide free meals and friendship to isolated homebound persons, primarily the frail elderly, in the Greater Philadelphia Region. The goal is to help our homebound "client/friends" maintain their cherished independence by supporting their determination to remain in their own homes for as long as possible and to enhance their quality of life.

Message from the Executive Director

Visitor Volunteers Dee and Frank Carr, and Client/friend Beth Martin, grace the cover of our annual report this year. Dee and Frank are Secular Franciscans (a Catholic Religious order for lay people) and were visiting as many as five client/friends for Aid For Friends at one time. Aid For Friends is extremely fortunate to have well over a thousand visitor volunteers like Frank and Dee. They are the primary means of distribution of the meals produced by our volunteer cooks. Just as important, they are often the only friend that our homebound client/friends see on a regular basis. Most volunteer visitors were recruited at Catholic churches. Their reduction in number reduces our recruiting opportunities reduces our ability to serve more people.

The aging of our own volunteer base continue to present challenges. Difficulties encountered replacing our volunteer Eastern Montgomery Regional Coordinator resulted in a significant drop in the number of people served in Montgomery County. We now serve 81 fewer people there. We are serving 77 fewer people in Philadelphia. The number of consumers served in all counties was down 11% for Fiscal Year 2018 to 1,537.

The challenge ahead is to find ways to reach out to the community at large for volunteer visitors instead relying almost entirely on recruiting at churches. Fiscal year 2019 will see increased efforts in this area. We will work on getting our name out to the general public in a cost efficient manner. If the general public is more aware of our brand, increased fundraising and volunteer recruitment should follow. Increasing our use of electronic media is one way we hope to achieve this goal. Improving our website and moving it to a platform that enables easy updates is a key goal for the coming year.

Aid For Friends has running very lean for the past several years. Our staffing levels are low at a time when we are asked to do more. We have increased warehouse and driving staff, but we have experienced attrition in outreach staff that needs to be addressed. Increased staff can help in with gaps in fundraising and outreach to client/friends. It can also be used to develop and run delivery routes for areas where visitor volunteers are particularly difficult to find. Our initial personnel focus in FY 2019 will be hiring an additional outreach worker and then move on from there as funding allows.

Sincerely,
Steven M. Schiavone
Executive Director

KEY STATISTICS FOR FISCAL YEAR ENDING JULY 31, 2018:

Client/Friends Served: 1,537

Client/Friends Active for Part of Year: 224

Dinner Meals Delivered: 249,614

Soups Delivered: 59,500

Breakfast Bags Delivered: 30,126

In-Kind Value of Donated Meals and Food: \$ 1,456,820

Monetary Budget: \$ 828,813

Monetary Actual Operating Expenses: \$ 751,330

Monetary Budget for FYE July 31, 2019: \$ 918,239

Count of Client/Friends by County

| County | Client/friends | Percent |
|--------------|----------------|---------|
| Bucks | 355 | 23% |
| Burlington | 18 | 1% |
| Chester | 104 | 7% |
| Delaware | 139 | 9% |
| Montgomery | 295 | 19% |
| Philadelphia | 626 | 41% |
| TOTAL | 1,537 | |

Aid For Friends' History

Rita Ungaro-Schiavone founded Aid For Friends in 1974 while working as a volunteer social worker at the YWCA in the Frankford section of Philadelphia. Her first caseload was 11 shut-ins, among them Minnie, who was blind and unable to walk; Dorothy, who was developmentally impaired; and Ruth, who suffered from MS, was confined to a wheelchair and also suffered from emotional illness. These people were not able to care for themselves. All their friends and relatives had moved on, passed away, or simply abandoned them. They were all alone and hungry. Rita wanted to alleviate their suffering, so she cooked meals, froze them, and brought them to the shut-ins. She would sit and talk with the shut-ins for a while because they were so troubled and desperately lonely.

A truly grassroots non-profit, Rita grew Aid For Friends by enlisting the help of her friends in the Christian Family Movement, her parish, St. Jerome's, and the Frankford YWCA. Under her leadership, they provided meals and friendship to more and more people who were isolated and unable to care for themselves. As Aid For Friends gained support of additional volunteers and raised more funds, we expanded into a regional program, serving the five-county Greater Philadelphia Region.

Our headquarters were in the Frankford YWCA; then St. Jerome Mobile Units; followed by Holme Circle Shopping Center, and now the Aid For Friends Frail Elderly Outreach Center in NE Philadelphia. We are located in a 30,000 sq. ft. office/warehouse in Philadelphia. Aid For Friends has delivered more than 15.7 million free meals to almost 15,000 homebound individuals during its forty-three year history. Volunteer visitors have logged more than 1.8 million hours of providing compassionate support to those individuals who are unable to leave their homes. All of our meals and services have been, and still are, FREE to our shut-in client/friends.

Today we have an adult volunteer network of 11,700 – cooks, drivers, visitors, coordinators, office and maintenance personnel. Also, youngsters from many schools and youth organizations volunteer throughout the year. There are now 230 Catholic and Protestant churches, 7 synagogues and many civic groups that actively participate in our network of volunteers, by collecting and distributing frozen home cooked dinners to the homebound.

Programs and Services

Since the population we serve is frail and vulnerable by nature, we need to provide other aid and advocacy to help them survive and maintain their independence. As a result of formal and informal feedback from our shut-in client/friends and volunteer visitors, Aid For Friends has developed support projects and programs over the years. All of these projects are on going and free to our client/friends. The programs are listed below in four categories with the year they were started:

1. Food and Friendship to the Homebound

Food and Friendship (1974). Since 1974, Aid For Friends has provided seven free frozen home-cooked dinners weekly delivered by a compassionate Volunteer Visitor to the isolated disabled and frail elderly homebound. This is the heart of the program.

AFF Inner-City Meal Centers (1978). We collaborate with Catholic Social Services, Deliverance Evangelistic Church, Salvation Army sites and others to respond to the special needs of the poor, infirm elderly and disabled in urban low-income areas. We provide the resources of free meals, freezers, orange juice, gifts of warmth, safety products, Ensure and training of volunteers. They provide us with their valuable connection to those in hard-to-serve areas.

Operation Quick Serve (2000). Operation Quick Serve was started in 2000 to provide Aid For Friends' free meals and outreach services to the shut-ins and caregivers on our waiting list, who are waiting to be matched with a volunteer visitor.

Caregiver Support Program (1999). We provide free meals for family members who care for seriously ill loved ones. By providing meals to the caregivers and their frail elderly homebound parents or spouses, the caregivers will be less harried and free to offer more compassionate support.

2. Supplemental Foods

Homemade Soups (1982). The soups are greatly appreciated by many of client/friends because they tend to be easy to chew and digest. They are particularly popular when the weather gets colder. These are provided in addition to our dinner meals.

Breakfast (1995). We recruit schools, organizations, and corporate employees to assemble breakfast bags. They put things like oatmeal packs, small cereal boxes, nonperishable juice, fruit cups and a homemade greeting card in a bag. Aid For Friends can provide the food products to those in disadvantaged areas so that resources are not an obstacle.

Demonstration / Production Kitchen (2003). Cooking groups use it to prepare dinners and soups for our shut-ins. It helps to cover any shortfall in the meal supply and enables us to add variety at times when needed.

3. Outreach Services

Essential Items and Services (1974). Aid For Friends has always provided its client/friends with essential items and services needed for basic survival. These include refrigerator/freezers, toaster ovens, fans, new space heaters, bottled water, disposable adult absorbent undergarments, disposable bed pads, and Ensure. In emergency situations we have helped locate housing, paid utility bills, and paid exterminators, contractors and locksmiths. We also refer to other organization for additional help and in situations when we are not able to help..

Safety Project (1995). We conduct safety audits and provide safety products (such as smoke alarms, reflective house numbers, door sensor alarms) to our shut-ins to prevent unnecessary suffering and premature death, due to household accidents, fires and crime.

4. Tokens of Friendship: Friends Get Gifts and Birthday Cards

Gifts of Warmth (1975). Donated new afghans, sweaters, robes, underwear, slippers, etc. are delivered to our shut-in client/friends by their volunteer visitors for Christmas, Hanukkah and birthdays. Poinsettia plants are delivered at the beginning of the winter holiday season.

Outcomes

In conjunction with a major grant from the Pew Charitable Trusts, Aid For Friends conducted a two-part survey designed to measure improved nutrition as a result of receiving our meals and improved emotional well-being as a result of receiving our visits. The surveys were completed in 2011 and had 231 participants. The scores of ninety-eight percent of all surveyed indicated that receiving Aid For Friends' meals improved their nutrition. Ninety-two percent had scores that showed a strong indication that the visits improved their mental well-being.

**AID FOR FRIENDS'
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(Left) The Aid For Friends kitchen get torn down and scrubbed top to bottom every summer.



Upper and Lower(Right) Employees from Johnson and Johnson and Janssen Pharmaceutical volunteered several times in the kitchen and warehouse this year.



(Above) Visitor Joe Palermo with client/friend Rich. Joe has served as volunteer visitor to few of our homebound friends. He has handled some pretty tough conditions. Rich was a good guy who loved his daughter unconditionally. She passed away at young age. Rich passed away recently.



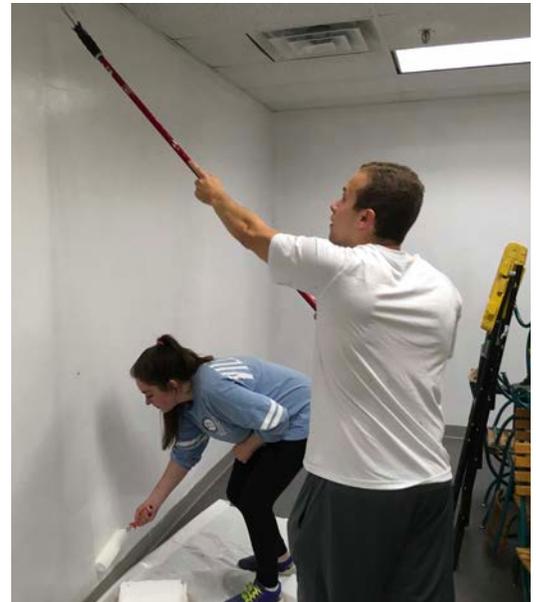
(Right) Charlie Balmer (white hat) brings in Odd Fellows Walker Lodge group to make meals. He also bring in Sons of Italy chapter La Famiglia every year. Charlie and his groups cook a lot of meals for us. They are known for buying top quality ingredients and making great meals.





(Left) Volunteers from Holy Ghost Preparatory School are processing fresh green beans for Aid For Friends meals. Students, parents and staff have come to volunteer at AFF.

(Right) Villanova University students have volunteered several time for maintenance work at AFF. Here a couple of students are painting the walls in our work room.



(Left) Janssen Pharmaceutical Employees at the Titusville Campus buy many gifts for our home-bound friends. Our visitor volunteers and coordinators distribute the gifts during the holiday season and also for birthdays.

(Below and Below Left) Reed Technology employees frequently volunteer at Aid For Friends kitchen.

