

Shepherd's Center of Kansas City Central



General Information

Contact Information

Nonprofit	Shepherd's Center of Kansas City Central
Address	5200 Oak Street Kansas City, MO 64112
Phone	(816) 444-1121
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Website	www.SCCentral.org
Facebook	facebook.com/SCCentral
Twitter	twitter.com/@sccentralkc
Email	pseymour@sccentral.org

At A Glance

Former Names	Westport Cooperative Services Shepherd's Center Shawnee Mission
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How to donate, support, and volunteer

Our generous volunteers and donors make Shepherd's Center Central programs possible. Most programs are provided free of charge or at low cost. You may donate through our website: www.sccentral.org and click on *Donate Now* or by mailing a check to: Shepherd's Center Central, 5200 Oak St., Kansas City, MO 64112.

You may also give directly through your Donor Advised Fund.

To volunteer, please contact our Volunteer Coordinator, Kelly@sccentral.org for information.

Mission & Areas Served

Statements

Mission Statement

Shepherd's Center Central empowers mid-life and older adults to live healthy, engaged and independent lives.

Background Statement

Shepherd's Center of Kansas City Central (SCC) was incorporated in 1972. Dr. Elbert Cole, then pastor at Central United Methodist Church, discovered a deep yearning for life long learning in the older members of his church, and a hunger for ways to stay connected to their community. Dr. Cole founded Shepherd's Center as an interfaith organization in partnership with 25 congregations. Although no longer affiliated with any religious organization, we empower volunteers to help enhance the lives of other older adults through learning opportunities and services to the community. In January of 2013, SCC and Westport Cooperative Services merged into one organization under the Shepherd's Center Central name, since both organizations had similar missions and programs. By merging, the areas served have combined resources and grown to better serve the community.

Impact Statement

SCC makes a profound difference in the lives of some of our most vulnerable members of society; from hot meals delivered daily, to companions who help and provide human contact to the homebound. We provide support and guidance to primary caregivers of older adults who have extra care needs. In addition, we engage more than 1000 volunteers who each give their time and energy to improve the lives of others, and strengthen the fabric of our community.

Accomplishments:

- Meals on Wheels delivered over 200 hot nutritious meals to homebound seniors each day; 25% more than last year.
- SCC partnered with The Landon Center on Aging at Kansas University Medical Center to provide support for the Link for Care website. Link for Care is a central website to find social services in the greater Kansas City area. SCC is the live personal contact, and assists caregivers who need more support than just the website.
- SCC offered over 500 classes to empower and educate almost 160 older adults.
- Medicare Assistance Certified Counselors answered questions from over 1,800 individuals and assisted with applications and appeals which saved participants \$294,486.
- SCC received a federal grant from the Dept of Health and Human Services Administration for Community Living as part of a collaborative partnership to deliver an evidence-based 2-year program for disability reduction and behavioral supports to caregivers of persons with Alzheimer's disease and related dementias.

Goals:

- Decrease the waiting list for Senior Companions by increased recruitment and training activities.
- Identify and secure funding for those on the Meals-on-Wheels waiting list who cannot afford to pay privately.
- Adapt and create programming that responds to the interests and needs of working, active and independent mid-life and older adults.
- Design and deploy website that accommodates our many programs and constituency.

Needs Statement

We're faced with the strong possibility that the federal government will soon terminate the agency that provides funding for the Senior Companion Program. This will have a overwhelming effect on those 135 clients and their families, and also on the 90 Senior Companions who provide critical assistance and help keep our older adult population in the living community of their choice. Without senior companions, it's likely that most if not all of those 135 will need to move to an assisted living facility at an average cost of \$7000/mo. Our program keeps aging adults in their own home for less than 3% of that cost. We need contingency funding to support not only our current clients and their companions, but also 100 aging adults on our waiting list and senior companions to assist them.

We will consolidate 3 office spaces to increase efficient delivery of services, and to accommodate program/project growth. The space will be central to our service area, have room for 20 staff members, meeting areas for volunteers, a commercial kitchen, classrooms, and space for larger public presentations. We need to conduct a feasibility study, identify a space and secure funding.

CEO/Executive Director/Board Chair Statement

As a volunteer for Meals on Wheels at Shepherd's Center and in my own Brookside neighborhood, I see older adults in the community who:

- stopped driving because of age, illness and other conditions,
- have difficulty shopping for groceries,
- struggle to keep appointments with medical professionals and filling prescriptions,
- have a tough time understanding the maze of requirements for obtaining and maintaining insurance,
- have trouble paying bills and keeping track of documents.

One 98 year old neighbor is living alone, but struggles with every day activities. The teapot whistles when he prepares his morning coffee, but he has a hard time getting his hot coffee to the breakfast table because he needs to use a walker. He sleeps in a recliner because back problems make it too painful getting in and out of his bed; for the same reason he has a hard time negotiating a shower. Even simply buttoning his shirt is a struggle. His family shops for groceries, but he prefers soup and Ensure as the mainstay of his diet because it's troublesome to prepare meals. He's lonely and feels isolated, so I check on him every day and take him meals during the week.

He'd benefit from social and physical activities, Meals on Wheels, even a Senior Companion to give a helping hand or an attentive ear. But that indicates a loss of valuable independence to him, and represents my greatest challenge and strongest motivation as Board Chair.

As an organization, we face funding uncertainty and a growing population of older adults increasingly isolated in a changing society with evermore-complex technologies and regulations. Additionally, the most fundamental requirements of food, shelter, medicine, and human contact are threatened. In response, we ask more of our volunteers, more from those who shepherd and accompany those in need of our services, and more from our altruistic donors.

We also actively seek out and apply evidence-based best practices. We collaborate with local academic institutions and research investigators to integrate current technologies that address both basic and higher-level needs. This population includes those over 50 years old, whose needs extend to new learning opportunities, sharing their expertise as part of Senior Corps, and integrating art, music and exercise into the 'Aging Well' equation.

Service Categories

Centers to Support the Independence of Specific Populations

In-Home Assistance

Senior Centers/Services

Areas of Service

Areas Served

Areas

MO - Jackson County

MO - Clay County

MO - Platte County

KS - Johnson County

Programs

Programs

Aging in Community

Description

There are 2 programs that assist with aging in the community: Senior Companions and Meals on Wheels.

- The Senior Companion program recruits, trains, matches, supervises, and pays low-income seniors a small stipend to serve as helping companions in the homes of frail, at-risk elderly individuals. This match means that the older adults can remain in their homes with an improved quality of life and decreased cost of care.
- Nutrition and isolation/loneliness are significant problems with older adults. The Meals on Wheels program mobilizes volunteers to deliver hot, nutritious meals to individuals, age 60+, who are homebound and in our service area. Meals on Wheels provides a nutritious meal each day, and perhaps more importantly, a chance to see a smiling volunteer and have a friendly conversation.

Category

Human Services, General/Other Senior Services

Population Served

Aging, Elderly, Senior Citizens, Elderly and/or Disabled, Poor, Economically Disadvantaged, Indigent

Short-Term Success

- 85% of individuals served by Aging in the Community programs report they have been able to remain in their home longer thanks to the SCC services provided.
- 90% of individuals served by Aging in Community programs report an improved quality of life since receiving services.
- We receive thanks and praise from recipients, families, and caregivers on a daily basis. The heartfelt gratitude expressed sets in motion a positive feedback that resonates among staff and volunteers, and drives further acts of kindness, gratitude, and awareness.

Long- Term Success

Aging in Community programs will allow older adults to remain safely in their own home. Improving their quality of life and help stabilize older neighborhoods.

Program Success Monitored By

All Aging in Community programs are monitored by staff who remain in contact with participants and volunteers. Participants are asked to complete an evaluation 1-2 times a year.

Examples of Program Success

In 2016:

- Homebound seniors received 45,191 hot nutritious meals.
- Ninety-three Senior Companions assisted 134 frail older adults in their own home. Our companions routinely provide in excess of 70,000 hours per year at no charge to families and/or clients. At the MO volunteer rate of compensation value, the program is providing over \$1.5M in service per year.

Insurance Counseling

Description	<p>SCC provides two programs to assist in negotiating the complexities of regulated services:</p> <p>The Medicare Assistance Program provides information, assistance and encouragement to individuals and families in matters related to Medicare and retirement living. This program also provides educational outreach by speaking to groups about Medicare as it relates to individuals, the disabled, and caregivers. We offer one-on-one Medicare Counseling by trained staff and volunteers.</p> <p>In 2015, this program expanded with a grant for the Shoebox Project. The project provides assistance going through overwhelming paperwork, and developing a filing system to make keeping it all organized and manageable.</p>
Category	Human Services, General/Other Financial Counseling
Population Served	Adults, Elderly and/or Disabled, Poor, Economically Disadvantaged, Indigent
Short-Term Success	<ul style="list-style-type: none">• Transportation difficulties and inability to keep scheduled appointments prompted us to establish walk-in hours for both programs. This has resulted in a significant increase in the number of counseling sessions.• 90% of clients feel empowered about managing their health insurance or Medicare and supplemental insurance.• 80% of clients experience a positive result from counseling.
Long-Term Success	Clients receive insurance and/or Medicare benefits, for which they qualify, in a user friendly environment, without challenges or delay, at the best possible price. Affordable medical insurance provides peace of mind, improved physical health and independence.
Program Success Monitored By	Clients complete an evaluation form about their experience and the service they received.
Examples of Program Success	<p>In 2016:</p> <ul style="list-style-type: none">• Twenty-two volunteers provided 1,774 hours as trained Medicare Counselors.• 1,816 individuals received information and assistance.• Medicare Counselors saved participants over \$294,486.

Care Connection

Description	<p>The Care Connection at SCC promotes and supports the advancement of skills, good health, and resilience for caregivers of older adults. We help caregivers cope with difficult matters that can complicate daily life; we also find solutions and relief for challenges of aging that involve respite, chronic illness, disability, and poverty.</p> <p>Care Connection is a free, coordinated response to the special needs of caregivers for older adults through employee assistance, community partnerships, faith-community collaborations, and individualized caregiver education, planning, and support.</p> <p>In 2016, SCC partnered with The Landon Center on Aging at the University of Kansas to provide support for the Link for Care website. SCC provides phone-based assistance to caregivers who need more support than just the website.</p>
Category	Human Services, General/Other Information & Referral
Population Served	Aging, Elderly, Senior Citizens, Adults, General/Unspecified
Short-Term Success	85% of participants will feel more confident in their caregiver role after receiving support through Care Connection.
Long- Term Success	Care Connection is a resource for family caregivers and community service organizations for information, support and education. Support to family caregivers provided through educational programs, support groups, etc. offered by the Care Connection should alleviate some of the isolation and caregiver stress experienced by family caregivers. Faith communities with the support of the Care Connection will develop care teams that will assist caregivers in their congregation and the community.
Program Success Monitored By	All calls and conversations to the support line are tracked, monitored and reviewed. Educational and support programs will be monitored with pre and post event surveys to quantify effectiveness of the presentations and opportunities for improvement.
Examples of Program Success	<p>In 2016:</p> <ul style="list-style-type: none">• 75 caregivers were given information and resources along with reassurance through the Caregiver Supportline. We anticipate rapid growth in this new program through 2017 and beyond.

Life Long Learning

Description	<p>Shepherd's Center Central has several programs to keep older adults active and engaged.</p> <p>Adventures in Learning participants meet 40 Fridays a year in four x 10-week sessions. The curriculum changes every session and is determined and scheduled by participants who serve on the leadership team.</p> <p>In addition to physical fitness and nutrition classes, we have weekly offerings in the creative arts, current event discussions, health and human enrichment discussions, current electronic technologies, personal travel experiences, and field trips to art exhibits, theater, and points of natural beauty and interest.</p> <p>The 50 FORWARD CLUB® provides members with opportunities in the Kansas City Metropolitan area for lifelong learning, enrichment, and community service. Educational programs, discounted day trips, local cultural events, and partnership with numerous local non-profits for volunteer opportunities, enable members to continue meaningful participation in and impact on our community.</p>
Category	Education, General/Other Adult Education
Population Served	Aging, Elderly, Senior Citizens, Other Named Groups, Aging, Elderly, Senior Citizens
Short-Term Success	<ul style="list-style-type: none">• 95% of participants state that participation has improved the quality of their life.• 80% of participants report making new friends.• 95% of participants report learning new skills and/or gaining new knowledge.
Long- Term Success	Adventures in Learning and The 50 FORWARD CLUB® provide opportunities for older adults to continue learning and growing, with increased social interactions. It's been shown in multiple research studies that mental stimulation and social interactions are critical to maintain mental and physical health, and happiness during the aging process.
Program Success Monitored By	Both programs are monitored and evaluated by participants, who sit on a committee that provides input and adjustment to the program.
Examples of Program Success	<p>In 2016:</p> <ul style="list-style-type: none">• Adventures in learning provided 521 different classes.• On average Adventures in Learning has 73+ participants each week.• The 50 FORWARD CLUB® had 929 members and provided 15 education opportunities and multiple recreational activities.

Volunteering

Description	RSVP is a program within the Corporation for National Community Service, promotes civic involvement, lifelong learning and community leadership in the 55 and older population. RSVP connects individuals with meaningful volunteer opportunities in the community. Volunteers receive guidance and training, and are placed with an agency that best suits their interests, skills and availability. Through contributions of time and expertise to community projects and organizations, volunteers make a real difference to non-profits, individuals, faith-based groups, schools, animal rescues, food pantries, and many others.
Category	Philanthropy, Voluntarism & Grantmaking, General/Other Senior Volunteer Programs
Population Served	Aging, Elderly, Senior Citizens, Elderly and/or Disabled, Poor, Economically Disadvantaged, Indigent
Short-Term Success	<ul style="list-style-type: none">• 90% of participants will feel like they are making a positive impact in their community.
Long- Term Success	As a civic engagement initiative RSVP of Johnson will increase community involvement among individuals 55+ and addresses community needs.
Program Success Monitored By	All program participants are surveyed and asked for feedback. There are also advisory councils which meet regularly and provide feedback and direction for the program.
Examples of Program Success	In 2016: <ul style="list-style-type: none">• 258 RSVP volunteers gave 14,090 hours of service to 35 non-profits.

CEO Comments

In a climate where there are few services to support the independent living challenges of low-income older adults, along with a trend of sporadic volunteerism, we are preparing for a very different future. In years past, volunteers offered 10 to 30 hours of their week running and coordinating programs. That has changed. Volunteerism is now episodic. To stay in line with our mission, and to address the increasing needs in the community, we now have a staff Volunteer Coordinator and greater staff support to programs, rather than risk losing needed much services.

Leadership & Staff

Executive Director/CEO

Executive Director Ms. Pamela Seymour
Term Start Jan 2013
Email pseymour@sccentral.org

Experience

Current Community Involvement:

- Older Adult Access Network (Chair)
- Community for All Ages (Member)
- Economic Development Council (Non-Profit sector member)
- Healthy Kansas City Initiative (Active Living Committee)
- Shepherd's Center of America 2016 Conference Planning Chair
- University of Missouri - Institute for Development (Aging with Intellectual/Developmentally Disabled Advisory Group)

Past Experience:

- 8 years as primary elder caregiver
- 7 years as Meals on Wheels volunteer at Westport Cooperative Services (WCS)
- 2 years as Executive Director (ED) of WCS
- Certified Senior Advisor
- 10 years retail bank management
- 15 years software sales and marketing

Former CEOs

<u>Name</u>	<u>Term</u>
Jan Rossi Rhodes	Jan 2000 - Aug 2005
Ms. JoEllen Wurth MSW	Oct 2005 - Dec 2012

Staff

Paid Full-Time Staff	4
Paid Part- Time Staff	8
Volunteers	1296
Retention Rate	67%
Paid Contractors	0

Formal Evaluations

CEO Formal Evaluation	Yes
CEO/Executive Formal Evaluation Frequency	Annually
Senior Management Formal Evaluation	Yes
Senior Management Formal Evaluation Frequency	Annually
NonManagement Formal Evaluation	Yes
Non Management Formal Evaluation Frequency	Annually

Plans & Policies

Organization Has a Fundraising Plan	Yes
Organization Has a Strategic Plan	Yes
Management Succession Plan	Under Development
Organization Policy and Procedures	Yes
Nondiscrimination Policy	Yes
Whistleblower Policy	Yes
Document Destruction Policy	Yes

Collaborations

- Alzheimer's Association - Heart of America Chapter, EITAS - Developmental Disability Services of Jackson County, Jewish Family Services of Greater KC, University of Kansas Medical Center – Alzheimer's Disease Center, University of Missouri Kansas City – Institute for Human Development (Collaborative federal grant addressing Alzheimer's Disease and dementia)
- Good Samaritan Center, Northland Shepherd's Center, Spectrum Home Health, Jewish Family Services, Naturally Occurring Retirement Community/ Palestine Senior Citizen Activity Center, Collaboration Works, The Groves Retirement Community – (Senior Companion Sites)
- University of Kansas Landon Center on Aging – (caregiver support line)
- Rolling Hills Presbyterian Church – (Office space)
- Mid America Regional Council - (Meals on Wheels)
- University of Kansas, University of Missouri Kansas City, Metropolitan Community Colleges, Cristo Rey High School – (Service Learning and Work Study Students and Speakers for Adventures in Learning series)
- Healthcare Foundation of Greater Kansas City and the Missouri State Health Insurance Assistance Program (Medicare Assistance)
- Great Plains SPCA (Pet food for Meals on Wheels recipients pets)

Affiliations

Affiliation	Year
United Way Member Agency	0
National Council on Aging	0
TechSoup	0
Nonprofit Connect of Greater Kansas City	0
Great Nonprofits	2017

Awards

Awards

Award/Recognition	Organization	Year
15 Years of Service	CLAIM	2009
Regional Leadership Award	Mid-America Regional Council	2014

Government Licenses

Is your organization licensed by the government? Yes

CEO Comments

In a climate where there are few services for the independent living challenges of low income older adults along with a trend of sporadic volunteerism, we are preparing for a very different future. In years past, volunteers

offered 10 to 30 hours of their week running and coordinating their programs. That has changed. Volunteerism is episodic. To stay in line with our mission we have paid coordination for volunteers in programs without volunteer leadership rather than ceasing a needed service in the community. Need for service continues to increase. To address this, we are channeling greater staff support to necessary, but challenged programs, rather than ceasing to provide a needed service in the community.

Board & Governance

Board Chair

Board Chair	Mr. John Still
Company Affiliation	Community Volunteer
Term	June 2017 to June 2018
Email	jwstill70@gmail.com

Board Members

Name	Affiliation
Dr. Martin Cunningham	Community Volunteer
Ms. Lillian Davis	Community Volunteer
Ms. Carla Grant	Community Volunteer
Ms. Gwen Marshall	Community Volunteer
Ms. Kris Nicholas	U.S. Bank
Ms. Gayl Reinsch	Community Volunteer
Mr. Steve Rinne	Economic Development Corporation
Mr. John Still	Community Volunteer

Board Demographics - Ethnicity

African American/Black	1
Asian American/Pacific Islander	0
Caucasian	7
Hispanic/Latino	0
Native American/American Indian	0
Other	0

Board Demographics - Gender

Male	3
Female	5
Unspecified	0

Governance

Board Term Lengths	3
Board Term Limits	2
Board Meeting Attendance %	85%
Written Board Selection Criteria?	Yes
Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	100%

Percentage Making In-Kind Contributions	38%
Constituency Includes Client Representation	Yes
Number of Full Board Meetings Annually	10

Standing Committees

Executive
 Finance
 Board Development / Board Orientation
 Development / Fund Development / Fund Raising / Grant Writing / Major Gifts
 Advisory Board / Advisory Council

CEO Comments

Shepherd's Center Central provides a unique and targeted set of services and programs to mid-life and older adults in our community. It is our goal to help people remain independent and living in their homes for as long as possible. We also help the 50+ population connect and contribute to the community in a meaningful way. Several of our services respond to the basic needs of the older client. Most are provided without charge, therefore we seek funding to support the overall operations and the programs of the organization. We are committed to our mission and strive to educate the public to the growing need for programs and services for an aging population.

Advisory Board Members

<u>Name</u>	<u>Affiliation</u>
Mr. Steve Cutelli	Community Volunteer
Mr. Bill Kalahurka	Community Volunteer
Mr. Greg Lear	Community Volunteer
Ms. Kathy Linder	Community Volunteer
Mr. Gary Loar	Community Volunteer
Ms. Sue McCord-Belzer	Community Volunteer
Mr. Robert Russell	Community Volunteer
Ms. Dale Walker	Community Volunteer
Mr. Gary Warriner	Community Volunteer

Financials

Fiscal Year

Fiscal Year Start	Jan 01, 2017
Fiscal Year End	Dec 31, 2017
Projected Revenue	\$881,660.00
Projected Expenses	\$881,660.00
Endowment Value	\$113,743.00
Spending Policy	Income Only
Percentage	0%

Detailed Financials

Revenue and Expenses

Fiscal Year	2015	2014	2013
Total Revenue	\$1,051,419	\$953,022	\$1,127,441
Total Expenses	\$1,089,289	\$981,410	\$995,045

Revenue Sources

Fiscal Year	2015	2014	2013
Foundation and Corporation Contributions	\$366,310	\$338,225	\$820,981
Government Contributions	\$455,996	\$448,330	\$0
Federal	--	--	\$0
State	--	--	\$0
Local	--	--	\$0
Unspecified	\$455,996	\$448,330	\$0
Individual Contributions	--	--	\$0
Indirect Public Support	\$0	\$4,749	\$0
Earned Revenue	\$72,361	\$74,215	\$69,523
Investment Income, Net of Losses	\$18,980	\$39,049	\$52,477
Membership Dues	\$0	\$19,423	\$0
Special Events	\$5,492	\$19,353	\$58,775
Revenue In-Kind	\$91,064	\$3,825	\$71,646
Other	\$41,216	\$5,853	\$54,039

Expense Allocation

Fiscal Year	2015	2014	2013
Program Expense	\$990,489	\$865,350	\$816,673
Administration Expense	\$98,800	\$115,125	\$149,999
Fundraising Expense	\$0	\$935	\$28,373
Payments to Affiliates	--	--	\$0
Total Revenue/Total Expenses	0.97	0.97	1.13
Program Expense/Total Expenses	91%	88%	82%
Fundraising Expense/Contributed Revenue	0%	0%	3%

Assets and Liabilities

Fiscal Year	2015	2014	2013
Total Assets	\$659,413	\$721,530	\$770,549
Current Assets	\$155,309	\$200,540	\$255,368
Long-Term Liabilities	\$0	\$0	\$0
Current Liabilities	\$0	\$0	\$8,381
Total Net Assets	\$659,413	\$721,530	\$762,168

Short Term Solvency

Fiscal Year	2015	2014	2013
Current Ratio: Current Assets/Current Liabilities	--	--	30.47

Long Term Solvency

Fiscal Year	2015	2014	2013
Long-Term Liabilities/Total Assets	0%	0%	0%

Top Funding Sources

Fiscal Year	2015	2014	2013
Top Funding Source & Dollar Amount	Corporation for National & Community \$373,619	--	--
Second Highest Funding Source & Dollar Amount	Individual Donor \$98,421	--	--
Third Highest Funding Source & Dollar Amount	Mid America Regional Council \$54,153	--	--

Capital Campaign

Currently in a Capital Campaign?	No
Goal	\$0.00
Capital Campaign Anticipated in Next 5 Years?	No

Organization Comments

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Several of our services respond to the basic needs of the older client. Most are provided without charge to the client, therefore we seek funding to support the overall operations and the programs of the organization.

We are committed to our mission and strive to educate the public and funders to the growing need for programs and services for an aging population.

Foundation Comments

- FY 2015, 2014: Financial data reported using the IRS Form 990.
- FY 2013: Financial data reported using the organization's audited financial statements.
- Foundations/corporate revenue line item may include contributions from individuals.

