

## ENCORE EXPERIENCES AT HARLEYSVILLE

Encore Experiences' mission is to provide access to programs and resources that help older adults live independently and remain active.

Encore Experiences  
at Harleysville  
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ENCOREEXPERIENCES.ORG

Incorporated in 1975, the Center first operated in Alumni Hall, a building belonging to Lower Salford Township. In 1981, the Township purchased and remodeled a former factory, which has been the Center's home ever since. The Center operates from 7:30AM to 4:00PM, Monday through Friday, with occasional evening and weekend programming.

Among the programs regularly offered are:

- Health & Wellness
- Exercise & Fitness
- Long-Distance & Day Trips
- The Encore Café
- Life-Long Learning
- Counseling & Referral Services
- Cultural Events
- Volunteer Opportunities

Encore Experiences is a 510(c)3 nonprofit corporation as determined by the IRS. We are registered with the Pennsylvania Department of State Bureau of Charitable Organizations. Certificate of Registration No. 23701. This certificate is not to be used as identification, nor does it constitute an endorsement.

Encore Experiences is supported in part by funding received from Montgomery County Office of Aging and Adult Services. We are a North Penn and SEPA United Way Participating Agency. Other sources of support include grants, wills & bequests, corporate donations, foundations, special events and individual contributions.

We are an equal opportunity employer - all programs and services are offered without regard to race, religion, political affiliation, or personal background.

## Success Stories: Joan and Martha

### Joan

Joan reported her medical access card was missing and had been waiting weeks for a new one. She had recent eye surgery and her eye became infected and she needed the access card to make a doctor's appointment and receive treatment.

After about 3 weeks she asked Kay (asst director/social services) for help. Kay faxed a letter to the state for her... days passed and she still did not receive any communication or a new card. Kay sent an email on Joan's behalf, still no response. Kay decided to call a contact she had at the state

personally. That is when she was given a phone number to reach a real person. Kay called and was able to reach the person in charge of the program who made arrangements to send Joan her access card that day!

### Martha

Martha is both a member of Encore Experiences and a caregiver for an eligible woman in Harleysville. When Martha took her charge to the physician, both were pleased to learn that the woman had gained 7 pounds.

How? Martha had begun bringing



home our "Special of the Day" meal, which the older woman was glad to have over a sandwich or Lean Cuisine. Our "Special of the Day" was usually enough for two meals for her, but she eventually began finishing it in one meal.

We are not a "Meals on Wheels" site, however the new PA State policy allowing take-out, in effect allows us to efficiently provide in-home service via a dedicated volunteer.



## ANNUAL REPORT 2010

JULY 1, 2009—JUNE 30, 2010

## Encore Experiences Receives National Accreditation

Encore Experiences was unanimously approved for accreditation at the National Council on Aging board meeting held on February 25, 2010. To advance the quality of senior centers nationwide, the National Institute of Senior Centers has developed nine standards of excellence for senior center operations. These standards serve as a guide for all senior centers to improve their operations today — and position themselves for the future.

Of the over 6,000 full service senior centers nationally, less than 200 have been accredited. Dr. A. Eugene Smiley, NISC past-chair, describes accreditation as the official mark of excellence. "It portrays the senior center in a positive light in terms of being a viable, fundable, and qualified provider of services within the community," he says. "It says we do everything we can to go the extra mile for our clients."

The process took approximately 15 months to complete. It started with a Community Self-Assessment, based on standards of Senior Center operation with key questions addressed by members of the Board of Directors, staff, participants, and community stakeholders. Community Stakeholders that assisted Encore Experiences in this process include Susan Wenrick, Aging and Adult Services of Montgomery County, Sarah Whetstone, North Penn United Way, and Del Plank, Lower

Salford Township. The process was funded by a grant from United Way of Southeastern PA. Many recent improvements and accomplishments were highlighted for Encore Experiences to receive national accreditation.

**Name Change:** In September 2009 Harleysville Senior Center became Encore Experiences at Harleysville.

**The Encore Café Opened:** Encore Experiences has created revolutionary changes to the traditional congregate meal program, by opening "The Encore Café". The café differs from the traditional program flexible seating times are offered, no advanced registration required, and meal options include "the special of the day", soup, salads, or sandwiches, and we are open to the public. In the past year Encore Experiences has seen a 17% increase in the number of people and a 15% increase in meals served.

**Information and Assistance Services:** This has been a particular priority in the recent economy. Encore Experiences offers free tax preparation services in partnership with AARP and VITA volunteers from the North Penn Collaborative for Health and Human Services. Also offered is financial and legal advice, assistance with rebates, Medicare and healthcare options, and access to other agencies and government services. In the past year Encore Experiences has assisted an additional 11% of

known people in our data base and a 306% increase in anonymous requests.

**Partnerships:** Collaborative partnerships including partnering with RSVP of Montgomery County, Genesis Housing Corporation and the Indian Valley YMCA have added value to the programs and services offered at Encore Experiences. Encore Experiences is currently researching partnerships for healthy lifestyle case management.

Encore Experiences at Harleysville's mission is to provide access to programs and resources that help older adults

live independently and remain active. This is accomplished by providing information and assistance services, a meal program, opportunities for lifelong learning, fitness and health programs, and volunteer opportunities.

National accreditation status is good for five years, at which time Encore Experiences at Harleysville will revisit the accreditation process. For more information on programs/services Encore Experiences offers to the community, visit our website at [www.EncoreExperiences.org](http://www.EncoreExperiences.org)



## Encore Experiences

### Board and Staff

Kim Licata, President  
Andrew Santana, VP  
Joann Barnak, Treasurer  
Betty Linko, Secretary

Anna Crouse  
Mary Grossi  
Mark Hoffman  
Jason Klaskin  
Diane Kropf  
Mary Metz  
Deb Santoro  
Robert Schoen

Robin Burstein, Executive Director  
Kay Pagni, Assistant Director/Social Services  
Michele Ross, Program Director  
Roberta Kepler, Meal Coordinator  
Susan Andersen, Communications  
Patricia Crompton, Administrative Assistant  
Katie Teats, Administrative Assistant

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### About Us

Encore Experiences' mission is to provide access to programs and resources that help older adults live independently and remain active.

FY 2009 - 2010: 1962 people attended programs 31,390 times.

#### Services Available

Financial and legal advice, assistance with taxes and rebates, Medicare and healthcare options, access to other agencies and government services. 787 known people received information and assistance 1826 times. Additionally we assisted 1,305 people unknown in our data base.

#### Café at Encore Experiences

The Congregate meal program called the "Special of the Day" at the Encore Café provides a daily nutritionally-balanced meal while encouraging social interactions with others. The "Special of the Day" provides a variety of foods from the basic food groups, leading to an overall healthier diet. 791 people were served 10,014 lunches.

#### Life Long Learning Opportunities

At Encore Experiences, we offer programs that engage and educate older adults. 1183 people attended classes or special programs 11,421 times.

#### Wellness

At Encore Experiences, we offer programs that help you make informed decisions to improve your health and well being. 478 people attended fitness classes 8,883 times.

#### Opportunities for Civic Engagement

Encore Experiences has partnered with RSVP to promote volunteerism, and provides opportunities to pursue interests and use abilities to help meet needs in Montgomery County. 62 volunteers provided 3,194 hours of service.



## Harold Detweiler: 2010 Pillar of the Community

Harold F. Detweiler is the founder and retired chairman of Detweiler, Hershey & Associates, P.C. in Souderton. For the past 64 years he has been involved in public accounting and the firm that bears his name. He began his career with older brother, Willis, in 1946 when the firm was known as Detweiler Brothers. Over the years he acquired other practices and opened a Lancaster County office that was sold in 2007. Today the firm has five shareholders, including son, Bruce, and employs 23 people.

In 1949, Mr. Detweiler began pursuing a second career in the funeral business when he joined Robert W. Moyer Funeral Home in Souderton as a funeral assistant. He remains active in this role at his current employer, Williams-Bergey-Koffel Funeral Home.

Mr. Detweiler was honored for his many contributions to his community and organizations. He is a member of Souderton-Telford Rotary Club where he has served as Board President and Treasurer; Board member Emeritus and past Chairman for International Child Care; past

Board President with Souderton Area Education Foundation; past Board Treasurer for Souderton Mennonite Homes; past Board member of the Indian Valley Chamber of Commerce; Executive Committee of Grundsow Lodge No.2 and Chairman of the MCC Mennonite Relief and Service Committee. Harold served many years with the Souderton Ambulance Association and Franconia Township Board of Supervisors.

He is a member of the American Institute of CPAs and the Pennsylvania Institute of CPAs, where he

served on the Continuing Professional Education Committee. Harold is also active at Souderton Mennonite Church where he has taught Sunday School, chaired the Finance Committee, served on the Church Board, and is an usher.

Mr. Detweiler has been married to Esther for 64 years and has two adult children, Bruce and Colleen, who both work at Detweiler Hershey. He also has four grandchildren and three great-grandchildren.

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## Audited Financial Statement (year ended June 30, 2010)

<b>Revenue:</b>	<b>\$410,686</b>
Contributions, Gifts, Grants	\$203,492
Connelly Foundation	
Detweiler Hershey and Associates, P.C.	
Fourjay Foundation	
HSC Members Council	
Individual Gifts & Donations	
Lower Salford Township	
Merck, Inc.	
Montgomery County AAS	
North Penn United Way	
Philadelphia Foundation	
Special Events	
TD Charitable Foundation	
United Way of Southeastern PA	
W.W. Smith Charitable Trust	
Other	
Program Service Revenue	\$182,613
Investment Income	\$ 2,544
Other Revenue	\$ 4,518
Newsletter Advertising	
Building Rental	
Other	

### Expenses:

<b>\$435,379</b>	
Salaries, Employee Benefits	\$209,537
Meal Costs	\$ 35,753
Occupancy, Rent, Utilities	\$ 47,859
Communications	\$ 10,263
Contracted Services	\$ 36,965
Other Expenses	\$ 95,002
Supplies	
Travel	
Depreciation	
Trip Costs	
Project Expenses	
Other	



### Expenses by Program Area

Center Services	\$139,994
Volunteers	\$ 8,915
Transportation	\$ 7,118
Outreach	\$ 8,295
Information & Referral	\$ 38,332
Legal Assistance	\$ 7,499
Fund Raising	\$ 42,474
Congregate Meals	\$ 87,798
Other:	\$94,954
AAS Special Projects	
Restricted Grant Expenses	
* Fitness Equipment	
* Capital Improvements	

