

**THROUGH
CONNECTIONS,
WE EMPOWER**



2018 IN REVIEW

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TO OUR FRIENDS

Because of your help, Shepherd's Centers of America is connecting more older adults than ever before to a variety of life-enriching programs and services! Each week, 3,380 older adults are served by a Shepherd's Center. This means 169,000 Americans annually connect to communities, find meaningful opportunities, enjoy new experiences, have peace of mind, and make a difference in the lives of others.

Through these connections, older adults are empowered to use their wisdom, skills and talents to create solutions for communities. As a result, we are reducing social isolation and enhancing health and quality of life. Building on more than four decades of experience, the Shepherd's Center network promotes endless opportunities for helping older individuals live longer, healthier, more fulfilling lives. The lives of more than 2.1 million older adults and families have been forever changed as a result. This makes our communities better for all its citizens.

Our values define who we are and continue to guide all of our decisions. Empowerment is at the top of our list with services designed by, with and for older adults. We also value:



Diversity and inclusion: to celebrate the individuality and contribution of each person regardless of race, gender and religion

Compassion: to treat each person with kindness, dignity and respect

Collaboration: to leverage strengths for the collective good

Volunteerism: to advocate good citizenship

Interdependence: to build community through the mutual reliance on each other

Our network is unique in the way we engage community members directly in the work of social change. We know that older adults are a valuable asset to communities. This is what unites us—a desire to build strong connections with each other. We see glimpses of this every day when an older adult is driven to a medical appointment by an older volunteer, and they both feel gratitude for the experience. It's an experience that ensures not only the journey to the appointment is successful, but the journey to a better tomorrow for all who seek meaningful ways to grow and give. That's why, through connections, we empower!

Ann W. McClung

Chair

Sarah B. Cheney

Executive Director

NETWORK PROFILE

Mission

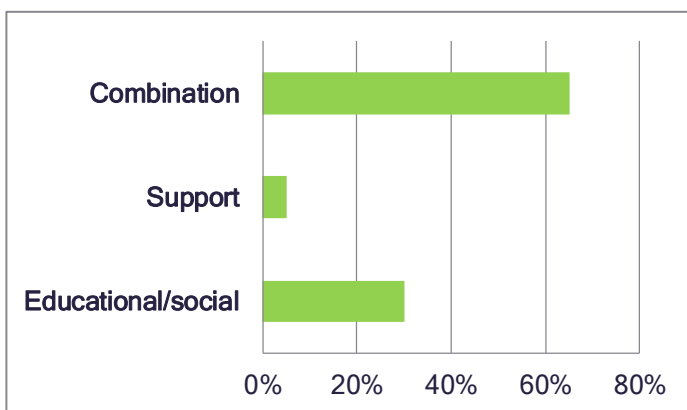
To create significant opportunities for service, lifelong learning and healthy living for older adults through an interfaith network of community-based organizations.

Vision

Transforming aging into an empowering experience of personal growth and meaningful living.

Annually, the network of 58 Centers in 18 states reaches nearly 170,000 older adults, through lifelong learning, social enrichment and volunteer caregiving initiatives.

What sets Shepherd's Centers apart is the high level of community engagement of participants, whether through stimulating physical and cognitive activities or social support to remain more independent in one's own home. The outcome is increased connections to life-enhancing services and friendships for a higher quality of life.



A little more than 65% of Centers provide both educational/social and support services (such as a ride to the doctor or help around the house with minor chores and repairs). A little less than a third are educational/social models only, and 5% provide only support services.

OUR HISTORY

As a minister, Elbert Cole recognized that as individuals were retiring from careers and moving into the next stage of life, they maintained an intense desire to continue growing and contributing to society. Cole also held strong beliefs about personal wellness (physically, mentally and spiritually), lifelong learning, interfaith and interracial cooperation.

So in 1971 a community planning team, using concepts of empowerment, ownership and participatory decision-making, designed an organization that provided opportunities to meet a range of needs of retired adults. A year later, the first Shepherd's Center opened in Kansas City as a new model for aging that empowered older adults to use their wisdom, skills and talents to create opportunities for themselves and others.

From a grassroots initiative to a national movement, Shepherd's Centers of America is a network of interfaith, community-based organizations designed by, with and for older adults. Each local affiliate Shepherd's Center is a separate nonprofit led by an independent board of trustees. As one of the first organizations to celebrate the power of aging, Shepherd's Centers of America is dedicated to establishing new centers, supporting existing ones and contributing to the national aging network.

LIFE-CHANGING DIFFERENCE

At 81, Kathleen moved from out-of-state to be closer to her son. While she had family and a garden, all other connections were left behind. Her first encounter with Shepherd's Center was through a volunteer who drove her to a medical appointment when her son wasn't available. The volunteer asked Kathleen if she'd be interested in Tai Chi at the Shepherd's Center. She was skeptical, but tried it and is still participating four years later. And she is quick to add, "My balance is much better!"

From Tai Chi, she learned about Adventures in Learning, and actively participates in a variety of classes each session. One of her favorite classes was learning to line dance. She kept at it, and now she often travels to nearby cities to dance on Friday and Saturday nights!

Kathleen shared, "Before I became involved with the Shepherd's Center, ***I had an existence***, but since being involved with Shepherd's Center, ***I have a life.***"

It has been another remarkable year for Shepherd's Centers of America and the national network. An estimated 100,000 older adults were engaged in lifelong learning and enriching cultural and social events. These are far more than feel-good activities. They are vital, life-changing opportunities that connect older adults to friends and society and support good health and well-being.

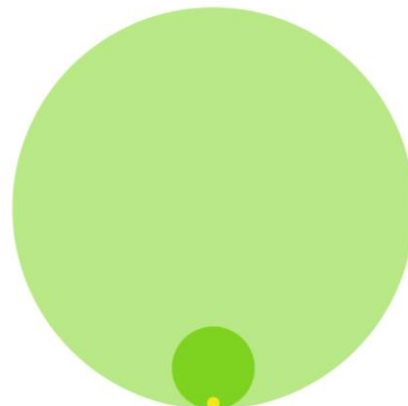
More than 56,000 older adults were helped with caregiving services at no cost. Services such as a ride to the doctor or grocery, help with household maintenance projects, or a friendly call or visit. For many, without this help, they would not be able to keep critical medical visits or might be forced to leave their home and independence too early.

SOCIAL IMPACT

We are constantly evaluating our work to make sure Shepherd's Centers of America is fulfilling its mission. Our goal of connecting older adults to empowering experiences motivates everything we do, and in 2018 we made significant progress.

By tapping into a deep sense of compassion to help others, a desire to engage in educational enrichment activities, and commitment to using one's talents to find new ways to improve the quality of life in communities, older adults are demonstrating how they are a force for good.

In 2018, 13,000 SCA volunteers gave 650,000 hours of service with an estimated value of \$15.5 million to society.



Volunteers Hours served Total value

CONNECTIONS IN COMMUNITIES

Growing the network enables us to reach more communities and more older adults. From opening new Shepherd's Centers in unserved or underserved communities to strengthening existing centers, our outreach strategy is focused on increasing the number of strong, viable centers, one community at a time.

Growth is never by chance. It's the result of forces working together. Our shared dreams for new Shepherd's Centers help increase awareness of a growing movement...and we're doing this one new center at a time!

In 2018, two new Shepherd's Centers officially formed. **Shepherd's Center of Great Falls (VA)** launched with support from a neighboring Center, **Shepherd's Center of McLean-Arlington-Falls Church**. This is the fourth new Center in Northern Virginia in recent years and illustrates the value of a clustering approach to heighten awareness and serve more people.

Neighborhood Connect in Mesa, Arizona, is our first affiliate in the state. This Center is part of a new effort to engage volunteers to connect older adults. One of the leaders says, "We already share the same spiritual foundation to serve others and even use the same language to describe our work. Joining the network just makes sense."



AGING IN COMMUNITY

One of the biggest untold hardships in the U.S. is older adults trying to "age in place." As physical age begins to take its toll, often driving becomes difficult or even dangerous. Even simple home maintenance like replacing light bulbs can become problematic. And as friends die or move, older adults can become more and more isolated socially.

SCA works across the whole spectrum of aging in place issues to provide support to those who wish to age in the homes they love. Through one-to-one service, those receiving help and volunteers get emotional gratification. And by serving at the community level, one-on-one, services are geared to the needs of the community and its citizens. The cost is much lower than placing these older adults in supported living facilities and their quality of life is so much better.

Consider volunteering with a Shepherd's Center in your community. If you don't have a Shepherd's Center, consider starting one!

--Community volunteer

A number of Shepherd's Centers are part of AARP's Age-Friendly Community's network:

- **Shepherd's Center of Charlotte (NC)**
- **Shepherd's Center of Greensboro (NC)**
- **Shepherd's Center of Kernersville (NC)**
- **Shepherd's Center of Winston-Salem (NC)**
- **Shepherd's Center of Hamilton County (IN)**
- **Shepherd's Center Central (MO)**

These Centers are part of larger coalitions leading the way to help make our communities and our nation better.

Since 1972, the Shepherd's Centers network has been on the cutting edge to bring organizations and professionals from the private, public and nonprofit sectors together to provide older adults choices about where they live and the help they need as they age. The focus is on ensuring quality of life at every stage.

That's why Shepherd's Centers are working to help get communities across the country registered as "livable communities." The Shepherd's

Centers model is established on the principle of community collaboration, where faith and community-based organizations representing the diversity of the community come together to provide meaningful and purposeful opportunities for older adults. We are well-positioned to help make communities better places to live...for everyone.

CONNECTIONS WITH THE NETWORK

SCA is dedicated to supporting the network of affiliates, sharing knowledge and building skills to help each center operate at the highest standards. Services include peer-to-peer networking through newsletters and e-groups; regional and national gatherings as well as educational webinars; technical assistance; discounts with preferred consultants and vendors.

The premier event of the year was the national conference focused on *Driving Passion and Performance*, co-hosted with our partner, the National Volunteer Caregiving Network.

Investing in our people and our network centers is essential to our success. From encouraging innovation and collaboration to sharing proven strategies that help centers achieve their strategic goals, our education and technical assistance efforts strengthen the network and bolsters its ability to create lasting community change.



One of the things I appreciate the most from SCA is being on the listserv with other executive directors around the network. – Center Director



Our organizations are among the most experienced and successful in the nation committed to our shared goal of **enriching the lives of older adults**.

Held in Indianapolis, October 8-10, this educational and peer-to-peer networking event is the only one of its kind. Keynote speakers included **Amy Goyer**, author and family caregiving expert; **Rob Leighton**, founder and executive director of iMission Institute; and **Janet Seckel-Cerrotti**, executive director of Friendship Works and longtime network leader.



One thing I did since the conference is “liking” every Shepherd's Center's Facebook page. I have learned so much from others by simply following them on Facebook. – Center Board Member



Shepherd's Singers Choir from Mid North Shepherd's Center in Indianapolis provided special entertainment and is always a crowd favorite! This choir was founded in 1982 and has met nearly every Wednesday year-round for 36 years!



With two plenary sessions, three in-depth sessions, 18 workshops, and 10 small group discussions, participants had a variety of topics and ways to learn and network at the 2018 national conference.

Donald Owen Smith National Leadership Award

At the national conference, it was an honor to surprise **Sue DuCharme** with the **2018 Donald Owen Smith National Volunteer Leadership Award**. Sue is a long-time volunteer with **Shepherd's Center of Greenbrier Valley (WV)**. Sue is described as "an encourager to everyone she meets;" "she is incredibly generous with her time and talents;" and "she's brought many gifts to all who are a part of Shepherd's Center of Greenbrier Valley."

Presented annually, this prestigious award recognizes volunteers from the Shepherd's Centers network who embody our core values and celebrate aging in America. Don Smith served as a volunteer and board member, including chair of the board, with Shepherd's Centers of America for many years. In recognition of his leadership nationally and locally, this award recognizes excellence in volunteerism and commitment to the mission.



Individuals chosen embody core values that Shepherd's Centers hold dear: compassion, service to others, cooperation, inclusion, determination, charity, leadership, stewardship. Other standards include: shown significant depth of involvement in Shepherd's Center, enthusiasm, organizational assistance, and specific expertise. And this describes Sue to a tee. Her service to Shepherd's Center began in 2008 shortly after moving to the Greenbrier Valley

region. In 2011, Sue joined the organization's board of directors where she served for six years, including serving as the chair of the Strategic Planning Committee.

As described in the nomination, "Sue cares deeply for the welfare of Shepherd's Center and is a person with great compassion and great leadership skills. Her vision, initiative, and hard work have given her Shepherd's Center organization and her community many things of which to be proud." Our heartfelt congratulations are extended to Sue!



Shepherd's Centers of America has changed lives through the decades—empowering older adults to be the best they can be through lifelong learning and a model of older adults helping other older adults to remain in their own

homes safely with simple supports and meaningful relationships. This incredible, visionary organization is highly respected by the participants, surrounding communities and organizations—including health care agencies—for making lives better. Providing a life-changing model of "something for the head, the heart and the hands," they make the difference in living life both quantitatively and qualitatively. Simply exceptional.

– Community Volunteer

CONNECTIONS AROUND THE NATION

Representing the collective voice of the network, Shepherd's Centers of America speaks out to address the opportunities and challenges of an aging America. As a pioneer in the field, we have long promoted an empowered aging movement.

Great Nonprofits Top-Rated Award

It's exciting to share that for the sixth year, Shepherd's Centers of America is recognized as a top-rated nonprofit by GreatNonprofits. The Great Nonprofits seal is the second most trusted rating seal, after the Better Business Bureau. Stories and reviews are submitted by people who know us best—our clients, donors, volunteers and others—all those who have direct experience of the impact of our work up close!



Turning Vision into Reality

In 2014, Rusty and his wife Nancy established the National Visionary Award to recognize an individual who has provided extraordinary leadership to Shepherd's Centers of America and the network Centers. Individuals recognized contribute special gifts to the Shepherd's Centers movement, including but not limited to: leading by example, building consensus, mentoring network leaders, listening to all opinions, and showing patience and perseverance.

This year **John Tate** with **Shepherd's Center of Oakton-Vienna (VA)** was honored as the third recipient of this award. This surprise left John almost speechless, which is hard for this Methodist minister! John and wife Barbara are among the founding fathers of the Shepherd's Center of Oakton-Vienna in 1998, the first in Northern Virginia. Then, John mentored the start-up of Shepherd's Center of Fairfax-Burke. In 2015, Shepherd's Center of Fairfax-Burke helped to open Shepherd's Center of Western Fairfax County, and John proclaimed Oakton-Vienna as the proud grandparents. There are now seven Shepherd's Centers in Northern Virginia, all of which cooperate and work together to raise awareness and meet the needs of older adults.



It's this vision for a better future for older adults coupled with action to make the vision reality that makes John the perfect choice for this award. He has inspired growth of the network and nurtured the cluster of Centers in Northern Virginia to be among the strongest in the SCA network.

This award celebrates the extraordinary vision and commitment of Dr. Patrick "Rusty" Ryan to the Shepherd's Centers of America network and honors others who share his exceptional dedication to the mission and growth of the network. This award celebrates visionaries, like Rusty, who personify the spirit of volunteerism, faithfulness and innovation, and whose influence continues to shape services for supporting older Americans.

Partnerships

Collaboration is a core value for us. And we know we couldn't do the work we do without partnering with other individuals and organizations who share our passion for connecting and empowering older adults.

This year, we renewed our connection with Encore.Org and joined their Gen2Gen campaign to intentional connect older adults and younger generations in meaningful ways.

Across the Shepherd's Centers network, older adults are interacting with youth through service. Sometimes, it's about older adults mentoring youth, such as when a Shepherd's Center teaches a group of girls how to quilt or supervises an afterschool program for high-risk kids. Other times it's about youth helping older adults—and when youth share their technology skills it's always a success! And still other times, young and old work together to help the community, such as through special projects like "Rack the Town," where groups of volunteers of all ages help rake leaves for older adults unable to manage the yard work. Whatever the cause, intergenerational connections are meaningful and fun!

ELDER STATESMAN

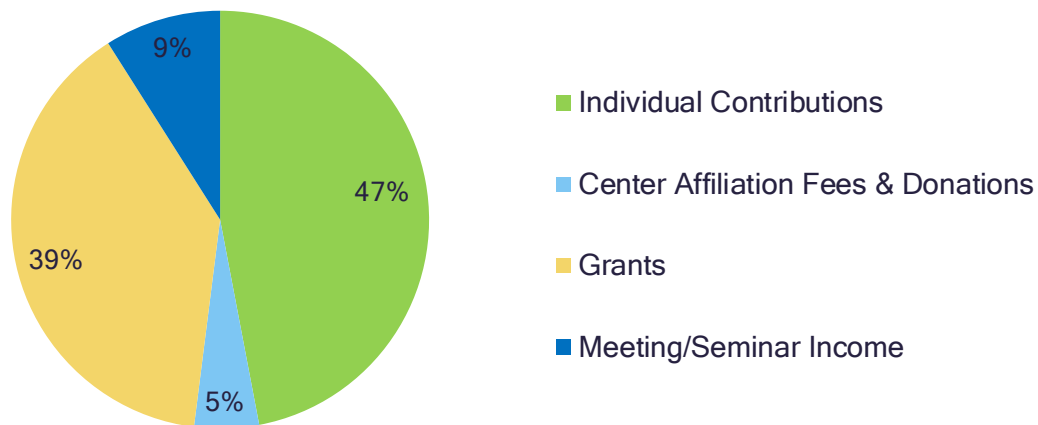
"John's most endearing quality," says Bill Farrell, chair of the Oakton-Vienna Board, "is that he is the respected elder who can network across multiple and diverse sectors of the community, including faith groups, business groups, and political groups." He has a passion for the good work of Shepherd's Centers of America as well as the local Center, and the energy and connections to make a difference.

John and Barbara have been board members and advocates since inception of the Shepherd's Center of Oakton-Vienna.

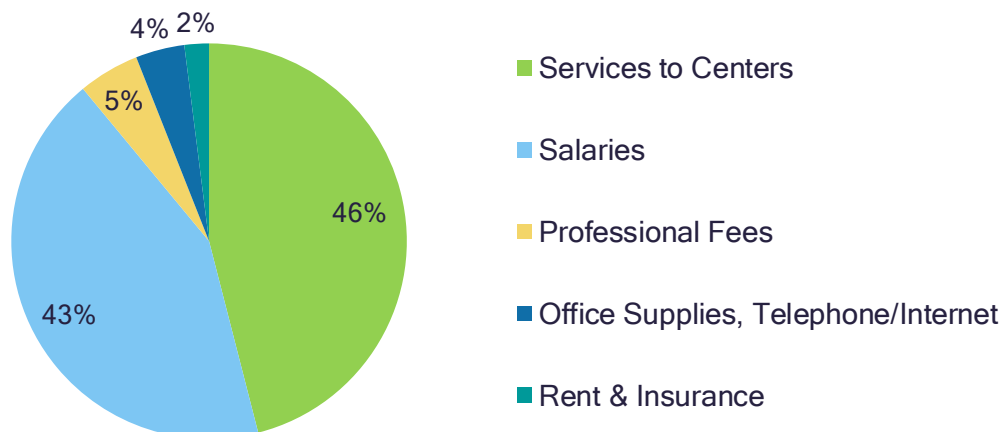
FINANCIAL SUMMARY

Shepherd Centers of America is a nonprofit organization governed by a Board of Trustees comprised of leaders in the field of aging from around the country and leaders with local Shepherd's Centers. The purpose is to support and promote the work of the network of affiliate centers. The national office relies on a mix of paid staff and volunteers to carry out operational priorities. Priorities are set through consultation with the network and Board of Trustees. Funds are derived from a variety of sources including donors, grants, center affiliation fees and contributions. SCA utilizes these funds to support affiliate services, programs and educational resources.

Income



Expenses



CONNECTIONS TO CHAMPIONS

Many remarkable individuals and organizations share our vision in which all older adults—and future generations—are connected to communities and enjoy life-enriching opportunities. Their gifts allow the Shepherd's Center network to provide valuable services and programs that enable older adults to remain independent longer, nurture meaningful friendships and experiences, and reduce social isolation. As a result, we are changing the lives of older Americans. ***Thank you to each and every one of our champions!***

Anonymous
 Peter Balsamo
 Janine S Bell
 Evelyn Bowman
 Christiana Brenin
 Linda Breytspraak
 Dixie L Breibeck
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 Captel Inc
 Frank & Gwen Cockrell
 Creative Planning RM
 Teresa & Jon Davis
 Sally Firestone
 Alan Forker
 Don & Beverly Gard
 Dorothy Gerner
 Jazmin Iracheta
 Angela Jolivet
 Helen Kerschner
 William Kirby
 Sam Matthews
 Richard & Ann McClung
 Jan Neubert Smith
 Northland Shepherd Center
 Carl Nuzman

Lasair O'Callaghan
 G Marie Pavlick
 Tom Portman
 Right at Home
 Larry A. Rues
 Patrick & Nancy Ryan
 Kathy & Rick Scaletty
 Michael & Bonnie Silvers
 Shepherd Center of Greenbrier Valley
 Shepherd Center of Greensboro
 Shepherd Center of Oakton-Vienna
 Shepherd Center of Orange Park
 Shepherd Center of the Pee Dee
 Shepherd Center of Spartanburg
 Shepherd Center of Topeka
 Julie Smithers
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I love our organization! Everything from the network is helpful and validates my plans. –Center Director