



Support Network at Penn National

Neighbors helping neighbors live actively, safely and comfortably at home

Annual Report

January 1 — December 31, 2010

Support Network at Penn National—*Providing services and support through an extensive network of volunteers and vetted providers and access to essential educational and informational resources thereby enabling members to maintain the quality of their lives and enjoy the advantages of living in a caring community.*

A Message From the President

Members and Friends of SNaP

What a great time to be a member of SNaP! We are at our highest membership ever. About one in six households in Penn National are now members. We have been supplying our members with services and information to fulfill our mission. We just completed our third year of operations, and have made Penn National a better place to live.

Much of the work of assisting our members has been done by our volunteers, and they deserve a big THANK YOU. Can we do more? The answer is "Yes." We are constantly looking for opportunities to offer more services and social opportunities, especially in the areas of health and safety. Help us to do this by suggesting program topics.

I have to give special thanks to Donna Crissman, SNaP's Executive Director. Donna is the heart and soul of SNaP, and goes far beyond all that is expected of her. Good job, Donna!

Let us go forward into our fourth year of operation with optimism and a renewed commitment to SNaP, and to making Penn National an even better place to live.

Don Weber

President, Board of Trustees

From the Executive Director

2010 has come and gone and we are nearing the middle of 2011. It has been another wonderful year for me personally and for the Support Network at Penn National. Working with past and present Board Members, volunteers and preferred providers has been a pleasure. Most importantly, it has been my privilege to serve as your Executive Director.

Now is a good time to reflect on all that SNaP has accomplished during 2010.

The Board of Trustees set into action the objectives outlined in the Business Plan for 2010–2011. With several committees working diligently to meet those objectives, SNaP accomplished many of its stated goals. Several successful fundraising events were held in addition to hosting a number of programs of interest to members and the community.

Our last report took us from May 1, 2009 to April 30, 2010. Since then the decision was made to change reporting from a fiscal year to a calendar year beginning in January 2011. This report will have some duplication, as it covers the entire 2010 year.

Events and Programs

- Facebook—Getting Started
- Safe Driving Course for Volunteers
- Widows' Get-Together
- Washington County Art Museum Tour
- 1st Community Pancake Breakfast
- Annual Membership Meeting
- "Gently Read" Book Collection
- Community Day—Penn National Farmer's Market
- Pot Luck Supper and Book Sale
- Pecan Sale
- Holiday Bazaar

Throughout the year, there were many opportunities to discuss the mission and benefits of the Support Network at Penn National with new members and potential members at informal coffees.

SNaP Board members were interviewed and were invited to speak about SNaP on two occasions.

- In October, Don Weber, Dick Kiel, and I spoke on *Building and Operating An Aging in Place Community*, sponsored by the Institute of Retired Persons (IRP) at Wilson College.
- Also in October, Don Weber, Dick Kiel, and I were interviewed by *Public Opinion's* Cheryl Keyser, which resulted in a November 24 article and photos in the "Active Living" section of the *Public Opinion*.

Free Tickets

Several randomly selected SNaP members were awarded tickets to performances at the Capitol Theatre, Majestic Theatre, or the Totem Pole Playhouse. Our thanks to these organizations.

New Starts

- *Online Member Satisfaction Survey*. Launched in May, we collected useful demographic data, as well as information on additional services and programs of interest to our members.
- *Sunny Greetings Program*. Members who are under the weather from illness or surgery or who have lost a spouse can expect to receive a card from SNaP's coordinator Sally McEwen.
- *Window Clings*. Peel-and-paste window clings were provided to all members and preferred providers for easy identification.

Board members, SNaP members, and volunteers spent countless hours in 2010 planning and executing program plans, keeping the website updated, hosting community events and, most importantly, keeping members active, safe and comfortable in their homes.

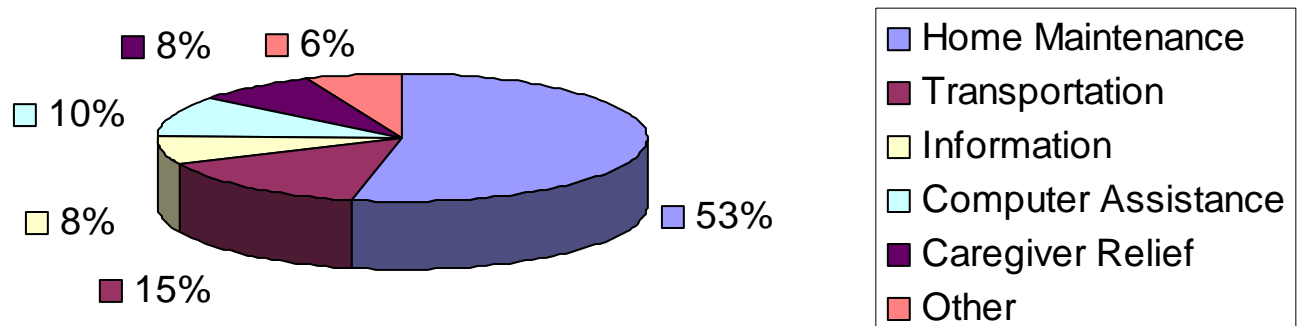
The following pages contain much of the statistical information regarding services provided to our members, as well as the financial statement and budget and a list of contributors.

Donna Crissman
Executive Director

Statistical Summary

Households	116
Volunteers	78
Vetted Providers	66
Calls for Service	250
Informal Coffees	9

Services Provided to Members



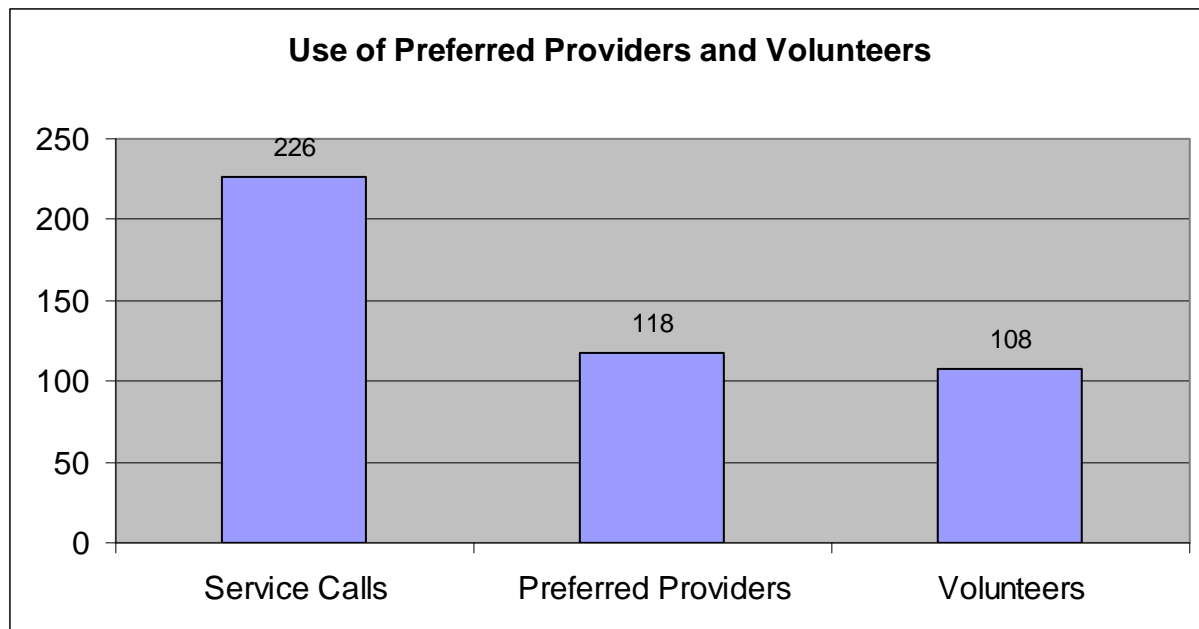
“Other” includes all telephone calls that come to the SNaP office that do not fit in a specific “service” category. Requests include, but are not limited to, cancelling a scheduled service, program information, signing up new members, installing and testing life alert systems, providing referrals, or responding to general questions about SNaP. These requests often require a phone call to provide the information to a member or, in some instances, a non-member. Occasionally a home visit is also necessary.

Volunteers

Ready and Able Men and Women

Of the 250 calls received, 226 were for services that were responded to by volunteers or preferred providers.

Volunteers responded to 105 of the requests, which were for transportation, caregiver relief, and home maintenance. Among the wide range of requests fulfilled by volunteers were dog walking, visiting with those who live alone, minor electric and plumbing repair, computer software assistance, replacing furnace filters and exterior light bulbs, aligning kitchen cabinet doors, setting TV channels on a new remote, home inspections, hanging curtain rods, installing grab bars in a shower, repairing a yard fountain, testing and replacing electrical outlets, and hanging a laundry room door, to name a few.



Preferred providers responded to 118 of the requests that needed more specialized skills, such as replacing or repairing roofs, painting, gutter cleaning, window washing, deck replacement or cleaning, solving furnace problems, major plumbing and electrical work, driveway sealing, landscaping, new floor installation, duct cleaning, lawn mower repair, moving furniture, home cleaning and auto maintenance.

SNaP Financial Statement

January 1, 2010—December 31, 2010

Beginning Balance - January 1, 2010		3,967	
Income			
	Membership Dues	26,585	
	Contributions and Grants	27,310	
	Fundraisers (pecans, books, table rentals)	4,561	
	2010 Income	58,456	
	Total Funds Available		62,423
Expenses			
	Salary	39,100	
	Social Security and Medicare	3,801	
	Printing and Postage	471	
	Other Expenses	3,066	
	2010 Expenses	46,438	
	Total Expenses		<u>46,438</u>
Ending Balance	12/31/10		<u><u>15,985</u></u>

Submitted by:
Donald H. Weber, President

Form 990-EZ—Return of Organization Exempt From Income Tax has been filed with the IRS for 2010 and posted on our website.

SNaP Budget

January 1, 2011—December 31, 2011

Income:

Membership Dues—104 @ \$250.00	\$26,000	
Membership Dues— 40 @ \$200.00	8,000	
Donations	4,000	
Pecan Sale Profit	1,500	
Pancake Breakfast Profit	700	
Potluck, Book Sales, Miscellaneous	600	
Grant—State of Pennsylvania	5,000	
Total Income		\$45,800

Expenses:

Telephone and Computer	800	
Insurances	1,300	
Printing	600	
Committee Projects	1,000	
Other Operating Expenses—office, mileage postage, advertising	1,400	
Total Expenses		<u>5,100</u>

Excess of Income Over Expenses \$40,700 *

*These funds are available for the Executive Director's salary and employer costs associated with salary and or payment for office rent.

Submitted by:

Donald H. Weber, President

Approved by the Board of Trustees

2010 Contributors

Edward Aleksejus
 Col. Frank and Cheryl Andreus
 Donald and Julie Anliker
 Kirk and Debbie Diehl
 Roland and Marian Foster
 Norman and Jean Harper
 Richard and Bonnie Kiel
 Lynn Weber and Jonathan Kissel
 Amelita Koller
 Art and Gladys Kuehn
 Roman and Susan Llabres
 John and Peggy Maynes
 Carlton and Merle Mitchell
 Jack and Lorie White
 Cynthia Woofter

In memory of Roy Etzler
 Joyce Etzler

 In memory of Denny Serravalle
 Kristian Frank
 The Gould Family
 Deborah Rimmer Leser
 Dr. and Mrs. Alfred Madeira and
 Dorothy Lawyer
 James and Denise McCarthy
 Dr. and Mrs. Richard Nathan
 Nancy Norris
 David Peterson
 Thomas and Mary Saitta
 Tony and Rosina Saitta
 Janet Slack

BSN Computers
 John Palm
 Penn National Bridge Marathon

 Wal-Mart—Chambersburg
 F&M Trust—Chambersburg
 Tower Bank—Chambersburg

 Complimentary Tickets
 Capitol Theatre, Chambersburg
 Majestic Theatre, Gettysburg
 Totem Pole Playhouse, Fayetteville

Anonymous Penn National contributors

Thank you

for your continued support of the Support Network at Penn National

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SNaP Board of Trustees

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Printing of this annual report was made possible by a contribution from F&M Trust.