



Support Network at Penn National

Neighbors helping neighbors live actively, safely, and comfortably at home

NEWSLETTER

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Meet the Executive Director

The face of the Support Network at Penn National and the voice that answers at 352-2612 are those of Donna Crissman, who assumed the position of Executive Director for the SNaP program on March 1, 2008.



A native of Pennsylvania, Donna grew up in the North-eastern region of the state. She first worked for the Social Security Administration in Wilkes-Barre before leaving the valley and settling in Springfield, VA.

Donna was employed by the U.S. Government Accountability Office, first working in the Pentagon and then moving to their headquarters in Washington, D.C. During her career at GAO, she worked on many agency-wide projects with a cadre of smart and talented people. Donna says "I learned something along the way from every person I worked with." Donna has worked in a supervisory capacity while managing a service center, she developed curricula, designed and delivered training courses, designed a website, and managed a performance management system.

In addition, Donna has a strong sense of community responsibility, a life-long history of volunteering, and is a caring, compassionate and empathetic individual. Donna is a person who is there, qualities that fit like a glove with the SNaP program and philosophy.

Those skills and abilities stood her in good stead to meet her responsibilities as SNaP's Executive Director. Her position involves responding to calls and seeing that members' day-to-day service needs are met, assuring that quality services are rendered, being responsible for on-going program development, working with Board Committees and providing training and support as needed, maintaining program statistics, and promoting the SNaP program.

In her spare time, Donna enjoys meeting new people, painting, and reading and is always looking for a new adventure. Perhaps she's found that right here!

—Rosina Saitta

Pennsylvania Study Commission Update

"The Pennsylvania Study Commission on Senior Care and Services will be holding six public meetings around the commonwealth during the next two months. The purpose of these hearings is to receive public input for recommendations the Commission will make to the legislature regarding the needs of seniors between now and the year 2025. SNaP expects to be included as one of the "emerging models" in the final report. The public hearing nearest to us is scheduled to take place at The Rutherford House, 330 Parkview Lane, Harrisburg on October 23 from 9 A.M. to 12 P.M."

Call Donna at 352-2612 if you would like to attend and/or add your thoughts for the Commission's consideration.

General Membership	\$250
Single Resident Membership	\$200
Supported Membership	\$150

What Services Do Volunteers Provide?

Since many of you have asked about the types of services volunteers can provide, it seemed a good time to list some services that volunteers are willing to provide in addition to the home maintenance and transportation services generally requested. It is also a good time to say “*thank you*” to our volunteer coordinator and volunteers for a job well done.

- In-home computer assistance
- Minor home repairs/carpentry
- Home adaptation and safety checks
- Moderate housekeeping
- Tax preparation
- Meal preparation
- Counsel in case of illness or death
- Errands/transportation
- De-clutter, downsize, organize your home
- Daily check-in phone calls
- Companionship/visiting/reading/listening
- Write correspondence
- Caregiver relief
- Home check/water plants/mail watch
- Holiday decorating

Are there additional services that you would like to be considered? If so, send an email to execdir@snapn.org.

What Members Are Saying . . .

“We joined SNAP with the idea that we would do our part now, and SNAP would be in place for us later when we needed it. However, we are already taking advantage of the services that SNAP offers. When we needed a mason to extend our porch steps, we were unable to find anyone who would do such a small job at a reasonable price. When we turned to SNAP, we were given three names; the mason we selected did an excellent job and charged \$700 less than the estimate we had gotten on our own! After just six months as SNAP members, we realize that SNAP can benefit everyone in our community, and it is important to get a strong organization in place NOW, not wait until “later when we need it.”



“Thanks so much for making it possible for me to get to Harrisburg Airport. Everything worked out perfectly, and it was great to discover first-hand that SNaP works too! I will surely call on you again. A satisfied customer.”

“After a recent storm our garage doors would not open. We had company and were planning to take them to dinner. The only problem was that our vehicle was in the garage. One phone call to SNaP and within 30 minutes we received a call from a preferred provider who knew what the problem was and told us how to resolve the problem over the phone. He was correct and our garage doors were up in no time. No service call and No charge. Now that’s service.”



“The plumber who came to our door was Mike. He arrived within five minutes of the appointed time. He was courteous, polite, and friendly. He went right to work and didn’t seem to mind when I stood and watched for a while. He finished replacing the innards of the faucet and tested it out. When I showed him an additional problem that I had forgotten to mention earlier, he quickly got more parts from the truck and fixed that as well. And he didn’t leave any mess behind. I’m 100% satisfied. I will definitely ask you to call them again when I need a plumber.”

“This is to thank you for referring me to BSN Computer Network. The owner stopped by and solved a myriad of problems that I had accumulated over the last few weeks. Within an hour he had my and my wife’s computers networked and up and running. Jeff is very personable and unlike me and others of my generation, he knows everything there is to know (it seems) about computer-related electronics, and his hourly rate is most reasonable (minus 15% SNaP discount). I hope that SNaP is able to avail itself of BSN’s services for some time to come. I should also comment on your prompt response to my exasperated calls for help. It seems that SNaP is off to a good start with respect to its service to the community!”

2008 AARP Convention

Don Weber, SNaP's Treasurer, attended the 2008 AARP Convention in Washington, D.C. in September. Guest speakers were Regis Philbin, Shirley MacLaine, and Cal Ripken. They all spoke of their early struggles and how "perseverance", which was the theme of the 3-day convention, paid off.

Don attended the panel discussion on "Aging in Place" and learned that two of the four organizations represented on the panel charged membership fees of \$500 for singles and \$700 for households. One organization was planning to charge \$1,000 and \$1,250 respectively. The services, however, were quite similar to those offered through SNaP.

The exhibition hall was filled with booths from all kinds of health care providers and AARP information on financial services, drug and health plans, and travel. Don answered questions about SNaP and provided those interested with brochures and information packages. Check your upcoming AARP Bulletin for additional news.

Mark Your Calendar

October is SNaP's Computer Instruction Month

SNaP's "Computer Tutor" Roland Foster will be offering a number of free one-on-one computer instruction sessions to members. These sessions will be two to three hours of personal instruction and advice in your home, on your computer, addressing your questions and concerns. Check your email for details.

October 15—SNaP Member Pot-Luck Supper

The Pot-Luck Supper will be held at the Norlo Park Community Center from 4 P.M. to 7 P.M.

October 24—AARP Refresher Safe Driving Course

This highly informative 2-hr. course is a must for all volunteer drivers. It will be held at the Trellis Terrace Room from 10 A.M. to 12 P.M. Bring a copy of your insurance card and license to the course.



Looking toward 2009, we are beginning to plan for events and we would like your input. Listed below are a few topics we think might be of interest to our members.



- Don't Leave Home Without Them—Must Have Financial Documents When Disaster Strikes
- Emergency Preparedness—What to Keep in the House
- Finances Everyone Should Know About
- Keeping Your Memory Sharp—Games Everyone Can Do
- More One-On-One Computer Instruction

Call the Executive Director and give us your feedback on these topics. Feel free to add topics you would like us to consider.

Are you interested?

The *Social Services Committee* wants to know if anyone is interested in participating in a "Rise and Shine" program. The idea behind this program is to pair up individuals who would check in on each other every day with a phone call. If you are interested in helping to get this program off and running or participating in the program, please contact Don Weber at 352-4840.

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Membership

Good News!

We are presently providing services to many of our neighbors who have joined SNaP. Services include transportation, home repair, computer support, lifeline services and social interaction among others. We have received very positive feedback as to the quality and timeliness of the support provided.

Not So Good News!

We need more members. To remain fiscally viable, the SNaP organization needs 150 plus member households.

*If you think the SNaP program is good for our community, and you believe in neighbors helping neighbors, but you don't need the program just now - and you think you will join when you are "older" and more dependent - **I suggest you think again.***

The only way we can assure you that the SNaP Program will be available for you when you need it is to **JOIN NOW**. I urge you to contact Donna Crissman, Executive Director, at 352-2612 and ask for an explanation of the program and the many advantages you will receive by joining SNaP. Remember, if you don't need it now, your neighbor does, and that is what this community is all about.

—Dick Kiel