



Sacred
Heart
Village



SACRED HEART VILLAGE

2010 ANNUAL REPORT

A Place for All Seasons

Dedication: Sr. Christa Rowe, OSC



Sister Christa Rowe, OSC, first came to the Ministry of Caring in September 16, 2000. As Evangelization Leader, Sr. Christa attended to the pastoral needs of residents living in the Ministry's shelters, praying with them and giving them spiritual guidance, while she helped oversee renovations to Sacred Heart Oratory. She also reached out to the neighborhood surrounding Sacred Heart Village, helping to build a community of faith. It was in this role that Sr. Christa came to know so many residents of Sacred Heart Village.

In September 2006, Sr. Christa accepted Br. Ronald's invitation to become manager of Sacred Heart Village. It was an instant love affair – with Sr. Christa already knowing most of the residents and staff -- she jumped right to work addressing the needs of the residents and attending to maintenance and operation of this \$10 million facility. Sr. Christa's excellent management style and her warm interpersonal

skills assured Sacred Heart Village's status as Wilmington's premier affordable living facility for seniors, achieving stellar satisfaction from the residents and excellent inspection results from HUD. She also started a new tradition for residents – Connie Giannone Day – a carnival-fun experience in the spirit of New York's Coney Island, held in early February.

Regretfully, after serving for over four years as manager, Sr. Christa had to leave the Village – to care for her aging mother, returning to her native Florida. Sr. Christa's spirit and enthusiasm live on at Sacred Heart Village through the many people she touched. We are grateful to Sr. Christa for the many blessings that she brought to the Village by her presence, for her dedication and caring, and for the many lasting memories she gave the residents of Sacred Heart Village.

In Memoriam



Barbara Blake, resident
b. April 24, 1937
d. April 18, 2010



Rudolph Ward, resident
b. July 31, 1937
d. August 3, 2010



Theodore Reaves, resident
b. Feb 17, 1939
d. April 26, 2010



Bruce Turner, resident
b. November 4, 1941
d. December 21, 2010



Joseph Griffin, staff
b. August 25, 1957
d. June 18, 2010



Margaret McGee, former Board member
b. October 30, 1915
d. March 3, 2011



From the Executive Director

May, 2011

2010 Board of Directors

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Dear Residents and Friends:

In October of 2011, we will be celebrating 10 years since the first resident occupied a unit at Sacred Heart Village, and now every unit remains filled, and we have more than 100 people on the waiting list.

We are truly people of **all seasons** and have formed one community under the roof of Sacred Heart Village. It is gratifying to see how much each resident enjoys the company of one another. The concern and compassion for someone who is ill or grieving the loss of a loved one is edifying and inspiring!

In the ten years, many have called Sacred Heart Village their home, with great pride. Much thought and care is taken to maintain Sacred Heart Village as a state-of-the-art residence for seniors. While Ministry of Caring constructed a beautiful edifice, the residents made it a real home with their love and concern for one another.

We have been blessed with incredible leadership during these 10 years, with such caring managers as: Mary Anne Matarese, Johane Cherico, Sr. Christa Rowe, OSC and Sr. Pat Kerezsi, OSF. We dedicate this Annual Report to our beloved Sr. Christa, who regretfully left Delaware last year to be near her mom in Florida, after serving ten years, four of which were as your Manager.

On a personal note, I am gratified by all your kindnesses and thoughtful appreciation. I bless and thank you, and may each season be an opportunity for joy and peace for you and your loved ones!

Peace and blessings,

Br. Ronald Giannone, OFM Cap.
Executive Director





FITNESS CENTER



ARTS & CRAFTS



BETHLEHEM MARKET



Blessed

"I thank God we moved here," says Clarence Raynor, 78, a six-year resident at Sacred Heart Village. "I moved here at the same time as my sister, Hazel, who lives on the fourth floor. "This many years later, we are still here, and we have more family - two nephews - also living here. We are all together... we need each other."

"I am a country boy from North Carolina, but I can say that I am home now. I am blessed with good health and I plan to spend the rest of my days here. I love it here. The good Lord is keeping me here for some reason, so when I leave here - they'll be taking me out."



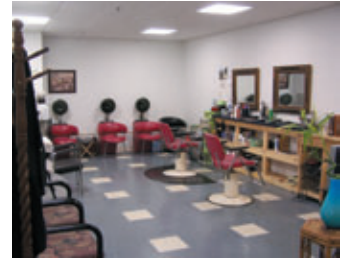
Happy to Come Home

"I walked in the door and fell in love," says longtime resident, Velma Lynn. "I had been retired for about a year, and happy, living in my apartment in Riverside. Soon I was struggling to get by."

And then a friend of a friend told her about a new apartment building being built: Sacred Heart Village. "I was among the second group of residents who moved in and I'm still here. "

Velma is a Foster Grandparent at Il Bambino, the Ministry of Caring's childcare facility for infants. "I go over and visit with my babies every day for four hours, talking to each one of them. It gets me out of the house and keeps me active."

Velma doesn't seem to have a problem staying active: she goes shopping and on special excursions with the other residents, participating with a host of activities and greeting everyone as she goes. "I love to get out and love coming home to Sacred Heart Village just as much; I love it."



HAIR SALON



RECREATION



24-7 SECURITY



CITY FARE



FRIAR'S CAFE



LAUNDRY FACILITIES



VENDING AREA



FXN BUS



Nothing I would change.

Shirley Ellison is one of Sacred Heart Village's pioneers, having moved into her apartment on October 1, 2001. "I certainly have no regrets," she says.

Shirley used to live in an apartment on Market Street in Wilmington, so moving to a brand new apartment complex not far from her old neighborhood wasn't much of an adjustment. But the buildings couldn't be more different.

"I just love everything about Sacred Heart Village," she says, beaming. "The services make everything so convenient, and the building... everything is kept so nice and clean!"

Shirley participates in many of the activities offered at the Village, doing arts and crafts, exercising at the fitness center, and joining in the quilting club. She also rides the Francis X. Norton Center bus, shopping and going on excursions. "I love to keep going!"

"God bless Brother Ronald," she adds.



Everything.

That's what resident Marge Harman likes about living at Sacred Heart Village. Marge, who has lived at the Village since 2002, says that Sacred Heart Village provides its residents with "everything you could want."

"It gives you freedom," she says. "You can meet people, build close friendships, join in activities, go shopping, exercise, or go to the doctor's. You can participate, or not. It's your choice."

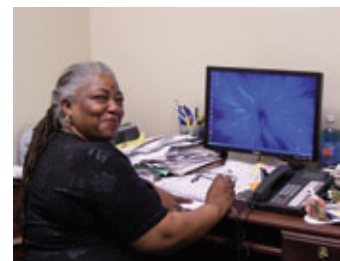
Marge says she finds it a very comfortable place where you can feel safe and secure, she says as she looks at pictures of her grandchildren. "The building is kept immaculate. I can't imagine a place - anywhere - as nice to live as the Village," she smiles playfully, and winks. "I think I'll stay."



OUTDOOR LIVING SPACE



St. FRANCIS MEDICAL SUITE



SERVICE COORDINATOR

2010 Highlights

Connie Giannone Day

The Second Annual Connie Giannone Day took place on Friday, February 12, 2010 after a 2-day postponement due to snow. Many residents participated in activities that included: Musical Fitness, Connie's Ballroom, the Haunted House, and Connie's Arcade. In addition to the SHV staff, volunteers included Tracy Goorland who treated residents to a massage, Brad Glazier who provided beautiful photographs, Mary Kay Cosmetics representatives who provided makeovers, and several AmeriCorps and Lutheran Volunteer Corps members who helped out with games and refreshments. Connie G Day is quickly becoming a favorite SHV wintertime tradition.

2010 Census

SHV participated in the 2010 Census and hosted several training sessions and activities throughout the year for the US Census Bureau.

Rev. William Tasco's 100th Birthday

William turned 100 years old in February, 2010 and was treated to a fabulous celebration at Francis X. Norton Center with family, friends, dignitaries, and other visitors. Rev. Tasco was the first Native American to be ordained as a minister of the Delaware Methodist Episcopal Conference in 1945 and is well known for his exceptional gardening skills. He attributes much of his good health to "drinking two Cokes a day." William has become a true patriarch at SHV. Presently, he resides at Kentmere Rehabilitation and Healthcare Center where he is getting the 24-hour medical supports he needs.

Fundraiser for "LIVESTrong" Armstrong Foundation

Michelle Glazier of the FXN Fitness Center and her husband, Brad, organized a fundraising walk/run in which SHV resident, Bill Pearson, entered the race and came in 4th place in his age category.

Trips and Other Activities

Trips and activities throughout 2010 included: Exercising at Bellevue Park, touring the White House in Washington, DC, dining at the Baltimore Inner Harbor and Timothy's on the Riverfront, celebrating Mothers' Day and Fathers' Day, picnicking on Independence Day, hosting the first Christmas Bazaar, competing in Wii games and bingo, and celebrating birthdays and other milestones!

Change in Management

On September 30th, 2010, Sr. Christa left her position as manager after four years of service. Sr. Pat Kerezsi, OSE, became the new manager on October 1, 2010.

Technology Updates

In 2010, there were updates in the security and smoke alarm systems, and the Policies and Procedures manual in order to continue to provide the safest and most secure environment for all residents, staff and visitors.

Home Improvements

With the cooperation of the Residents' Association, the building will be going smoke-free in the future. The new policy will be phased-in so that residents who currently smoke will not be displaced; but no new residents may smoke in their apartments.

Financial Summary

October 1, 2009 – September 30, 2010

Revenue:

Project Rental Assistance	583,135
Revenue From Tenants	269,073
Grant & Contributions	5,100
Interest Income	4,640
Rent Revenue-Café, Conv Store & Vending	<u>56,101</u>

Total Revenue: 918,049

Expenses:

Salaries, Benefits & Payroll Taxes	427,787
Advertising	502
Automobile	11,614
Food & Beverage (Café, Conv Store & Vending)	41,837
General Insurance	41,217
Management Fee	41,811
Bookkeeping Fee	13,233
Audit & Professional Fees	11,085
Office Expense	24,383
Utilities	165,947
Service Contracts	27,112
Repairs & Maintenance	89,477
Depreciation	332,987
Interest	82,815
Miscellaneous Expense	<u>5,399</u>

Total Expense: 1,317,206

Net Loss: (399,157)

The above summary has been prepared from financial statements audited by Master, Sidlow and Associates, P.A. Copies of the audited financial statements are available upon request.



SACRED HEART VILLAGE

Our Mission

Sacred Heart Village provides permanent, affordable housing for seniors, and is devoted to the care of each resident. Sacred Heart Village honors the philosophy of its sponsoring agency, the Ministry of Caring, which states that all should be treated with love, dignity, and respect.

Staff

Br. Ronald Giannone, OFM Cap.
Executive Director

Johane Cherico
Deputy Director

Sr. Pat Kerezsi, OSF
Manager

Christine Adams
Administrative Assistant

Linda Richardson
Service Coordinator

Robert Dixon
Connie Thomas
Receptionists

William Powell
Devon Watson
Rodney Sibert
Maintenance

Cenobia Campa
Leon Doughty
Housekeeping

Sr. Ann Mancini, OSF
Sr. Assunta Prunty, OSF
Home Visitation

André Fields
Jamar Freeland
Joseph Graney
Alonzo Wells
Door/Security

Michelle Glazier
Fitness Trainer

Bill Bradley
Lea Anne McKernan
Friar's Café and Bethlehem Market

Ray Barney
Theresa Pierantozzi
Bethlehem Market Volunteers

Supportive Services

St. Francis Family Practice at SHV

Mona Chaudhary, MD
Linda Gattuso, LPN



SACRED HEART VILLAGE

920 North Monroe Street • Wilmington, DE 19801-1337