

SENIORSERV™

Securing Home, Health & Heart

2012 annual report



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SeniorServ Officers

Chairman	Jon Hill, CPA	Director, Experis
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Jane Roth	VP Finance & Administration	Theresa Powell	Director Volunteer Services

Dear Friends and Supporters:

On behalf of the older adults we serve, thank you for your generosity this past year. With your support, SeniorServ was able to provide services to more than 10,000 older adults who count on us to help them maintain their wellness and independence.

- Our Meals on Wheels program participants received 710,109 meals, 12,352 hours of case management and 8,290 hours of in-home services. Clients receiving these services report an incredible 34% fewer hospitalizations and demonstrate a 20% increase in well-being.
- Our Senior Lunch Program participants enjoyed more than 309,000 hot nutritious lunches at 26 senior centers. Not only do the lunches help the seniors stay healthy, but the program also provides an opportunity for seniors to make new friends and socialize. Nearly 70% of participants report their quality of their life as improved, and 95% indicate they have more friends as a result of the program.
- Our Adult Day Services program provided more than 250 frail older adults with loving care during the day, and much needed respite for their caregivers. Without this program, half or more of participants would need to go to a skilled nursing facility at nearly triple the cost.

But times are changing; the older adult population is exploding and government funding is shrinking. It is our job to find new ways to meet the needs of seniors in the face of declining resources so they may continue to live independently for as long as possible.

Here at SeniorServ, we have adopted an entrepreneurial and highly collaborative approach that has resulted in an expansion of our impact, programs, and collaborations. In the past year, we launched two new, cost effective volunteer-driven programs: TRIP OC and Incircle Village Network™. We invite you to read more about these programs on page 7.

We can all be proud of the significant difference we are making in the lives of frail, older adults in Orange County. SeniorServ programs and services are helping clients live in their own homes secure in home, health and heart, and never without these ingredients for independence, dignity and well-being.

Thank you for your continued support!

Sincerely,



Jon Hill
Board Chairman



Holly Hagler
President & CEO

Adult Day Services

75 year old Naomi gets out of bed every day by 5:00 a.m., ready to greet a new day. Although the bus doesn't arrive until 9:00 to take her to the Anaheim Adult Day Health Care center, she is full of anticipation for the day ahead. "Every day I have something to look forward to," she says with a smile. "There are so many activities at the center. They have crafts, bingo, music, exercise... and I know a lot of people here."

Although she is wheelchair bound, Naomi realizes the importance of exercise to keep as fit as possible. "If you stop, you drop," Naomi says with a grin. In addition to daily exercise offered at the center, a physical therapist at the site assists her with a pulley system to increase her arm strength. "I also do arm stretches periodically during the day and lift myself up on the chair using my arms like this," she says, demonstrating her strength. Naomi has also found word-search puzzles and occupational therapy as fun ways to exercise her brain. "I always do as much as I can and never depend on others to do for me what I can still do for myself."

Naomi describes the staff at the center as miracle workers. "You can tell they love their jobs," she continues. "They are always available to talk to, and if you are feeling sad, they can always put a smile on your face. If you're homesick they will call your family to check on you. They even do something special on your birthday."

"When my daughter first found out about the center, I was afraid I couldn't go because I was in a wheelchair. Then I found out there is a bus to drive me here and back home each day, and I saw many other people in wheel chairs. Now these people are like family to me. If the Adult Day Health Care center wasn't here, I wouldn't have anywhere to go. I'd be home alone watching soap operas and reading all day."



Meals on Wheels

Dr. Sam's Story

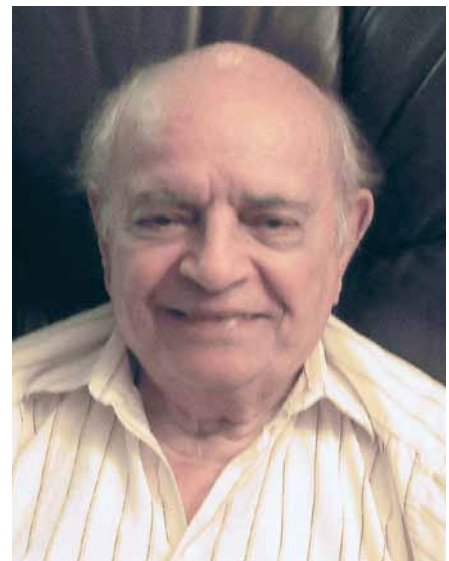
Volunteers deliver thousands of meals each day to hundreds of individuals receiving Meals on Wheels. Recipients each embody a different history and have their own unique story to tell. Living alone, Dr. Sam often yearns for someone to share his story with. To his delight, a SeniorServ intern representing the friendly visitor program recently showed interest in learning about his life. She learned that he is extremely well educated, with three Master degrees and a Ph.D. in Government and Philosophy from Claremont University. Dr. Sam had actually corresponded with several U.S. presidents including President Ronald Reagan, George Bush, Richard Nixon, Bill Clinton and Gerald Ford. He shared his knowledge as a teacher in higher education for 44 years, and was President of American Global University. "I asked my students all the time, what do you want to teach me," Dr. Sam recalls with a chuckle. His story follows.

Dr. Sam has resided in the United States for 25 years. During these years, he taught over 3,000 students and facilitated research to improve the existing governmental and global systems. "I am intelligent, gained degrees in higher education and set goals all my life. But life can still get to you and you may lose a lot. Choices lead us to where we land."

Dr. Sam explained further, "Past legal cases, circumstances in my career, and personal relationships have led me to the position I am in today. I live alone in a small apartment with just enough to survive and do what I can to the best of my ability without burdening anyone. I feel so humble; I didn't have this struggling life before and realize now that it is all about self-sufficiency; a lot of things we have are not necessary. With little, I am still happy. This is the way I am and live now."

With the pain of chronic back problems, having the support of Meals on Wheels relieves the strain and worries associated with shopping and food preparation. "I need meals on a regular basis because I have no support from family or friends to assist or provide for me."

Dr. Sam continued, "I am just so touched to be part of such a helpful and giving program. The people are extremely kind and wonderful. This program has truly reached out to meet my needs and help my health. Nutrition is the key to higher functioning and survival. I've been a participant in the Meals on Wheels Program for 3 years. The plus to this program and the meals is having someone personally deliver the food directly to my door. Human relationships are very important. The kindest delivery-man I have now takes time to connect with me, organizes all the food trays in my fridge and speaks to me. I always greet him with a smile and call him my brother, or friend. He is like a son, too! This program fits best as I feel very lonely as I have very poor communication with my family and friends, and no-one to visit me. This is one place I can truly lean on. I am appreciative of this program and the people helping me in this entire process and my journey."



Volunteers: Their Time and Talent is our Treasure

Whether or not they are delivering or serving meals, visiting a client, or helping in an Adult Day Care Center, SeniorServ volunteers spread smiles wherever they go. Over 500 volunteers support SeniorServ's programs and services each month, and they come in all shapes and sizes... including those with four legs and a tail!

Kinsey, a certified therapy dog, and her owner Kathy recently visited our Santa Ana Adult Day Health Care Center. "This is a dream come true for me," said Kathy. "The people were so pleased and excited to see Kinsey. I could see Kinsey respond to their emotion. She really felt the positive energy in the room."

Kathy has also enjoyed working on the SeniorServ Volunteer Holiday Gift Committee. Last season, she collaborated with Jr. High students to paint ceramic mugs as gifts for seniors attending the Anaheim Adult Day Health Care Center. Toothpaste and toothbrushes were placed inside the mug along with a picture of the student who made the mug. "Kathy had tears in her eyes when she saw the reactions of the seniors receiving their special hand-painted mugs the photos contained in them," recalls Theresa Powell, Director, Volunteer Services.

Many SeniorServ volunteers utilize personal skills and hobbies while volunteering.

Adult Day Care participants line up for haircuts once a month when Esperanza, a licensed cosmetologist, comes to the Anaheim Adult Day Health Care Center to cut hair on her day off. Her father was once a participant at the Adult Day Health Care center. "I do this in his memory," said Esperanza. Esperanza has been volunteering at the center for 7 years now.

Ellen enjoys crafting. In addition to helping with the holiday gift program and fundraising and shopping to satisfy year-round senior needs, Ellen has formed a crafting guild. This group donates the proceeds of their hand-made wares to SeniorServ. "We are thrilled to know that the work we do will benefit seniors in need," said Ellen. "First there is the joy of creating, and then the pleasure of feeling that we are contributing to someone's quality of life." Ellen also works closely with her daughter Lisa, a graphic artist, to help with flyers and other graphics needs.

Most SeniorServ volunteers begin by delivering or serving meals and then once they get to know the clients, they often expand their tasks to include activities that utilize special talents or interests. "It's really great to see the unique and inspirational ways volunteers share their talents and hobbies to help others," states Theresa. "It is almost always the case, that they feel they receive more out of the experience than they put into it."



Volunteers Ellen and Carol have fun trying on handmade treasures as they prepare for a fundraising craft sale benefiting SeniorServ.



Volunteer Esperanza provides haircuts to Adult Day Health Care participants



Volunteer Kathy and her dog Kinsey bring smiles to a participant of the Anaheim Adult Day Health Care center.



Two students paint ceramic mugs to give to SeniorServ clients for the holidays



SeniorServ launched two new exciting programs this past year: Incircle Village Network™ and TripOC. Both programs are innovative and cost effective and help seniors maintain their independence and wellness.

Incircle Village Network™

Villages are groups of neighborhood-based membership organizations that build welcoming communities for seniors, provide social support, and coordinate affordable services. Villages help older adults ensure they will have access to services and support systems so they can continue to live independently. These villages are not residential developments; rather, they are a network of seniors and nonprofits jointly providing the services and social activities that help seniors remain secure in home, health and heart in the homes and communities they love.

Services include: transportation, social activity coordination, discounted vendor referrals, volunteer-based concierge services (including grocery shopping, gardening, and pet walking), meals, and friendly visitor programs.

The first Village formed is the True Neighbors Village in Irvine in collaboration with Jewish Federation and Family Services and the City of Irvine. We are in the process of partnering with local leaders to expand the Village concept to other communities, including Brea, Orange, and Garden Grove/Westminster, among others.

Trip.OC

Transportation is the number one requested service of older adults in Orange County. Trip.OC is a cost-effective volunteer driver program where seniors who can longer drive recruit their own volunteer drivers to provide non-emergency transportation. Volunteer drivers are reimbursed for mileage through program funds.

Access to transportation enables older adults to be able to stay in their communities and remain connected for health and socialization.

Trip.OC addresses most of the deficits and gaps in existing transportation programs. It does not have geographic boundaries, time limitations, nor require advance reservations. Trip.OC rides are available days and evenings based upon volunteer availability. Many senior transportation programs are limited to medical trips but Trip.OC rides are not purpose-limited. Riders can use Trip.OC to go shopping, out for dinner, to church, to visit friends, to the library or for any other purpose, in addition to medical appointments.



Senior Lunch Program

“If I hadn’t come here, I would have been gone 12 years ago,” Gerry said recently about attending the SeniorServ lunch program. “They saved me here.”

Gerry connected with the Anaheim West SeniorServ lunch program over 13 years ago after her husband of 52 years passed away. “It was so hard,” Gerry recalls. “He was my whole life and I didn’t know what to do without him. My son Tom was worried about me. He came to the senior center and asked them to include me in everything. Now I come to lunch here three times a week.”

Gerry likes playing Bingo when she attends the lunch program on Mondays and Fridays, and loves to dance to the live band every Thursday.

“My husband and I always loved to slow dance. After he passed, I started line-dancing with the ladies here at the lunch program and met my two adopted sisters, Margie and Cathy.”

Gerry is also able to enjoy an occasional slow dance again. “Are you finished interviewing yet?” interrupted one gentleman, waiting to dance. “No, not yet,” remarked Gerry with a warm smile.

“I even went on a cruise to Mexico with a group from the lunch program,” continued Gerry. “I would never have gone otherwise. This place has been great. They have special holiday parties and once a month, they have birthday celebrations and bring cake and balloons for the birthday people.”

Gerry helps serve lunches and enjoys sitting with the other volunteers. “We all know each other. If someone is sick, we all know about it.”

“I enjoy all the meals here but my favorite part is being with my friends and being with people. Everyone is so nice here. I keep the radio and TV on at home to hear voices. I’m a people person.”

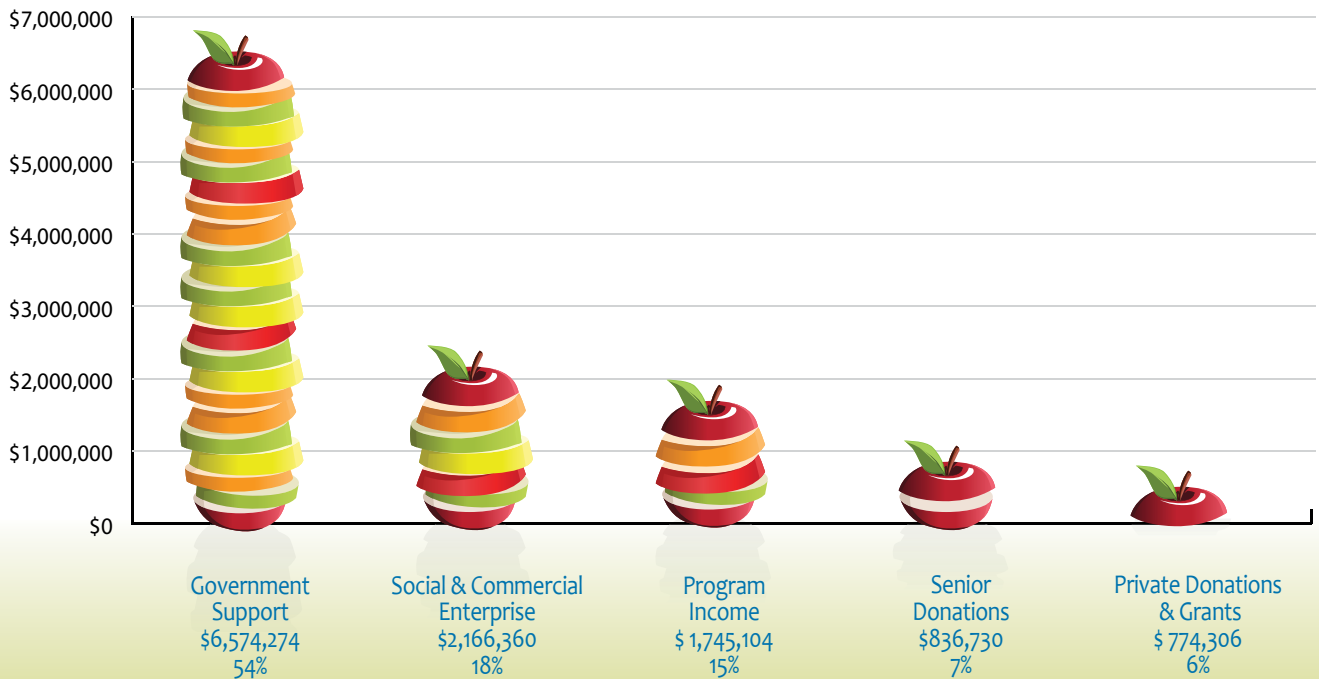
“Are you finished yet?” asks the gentleman again. “Yes, Arthur,” says Gerry. “Let’s dance.”



Gerry enjoys dancing with Arthur, a friend at the senior lunch program.

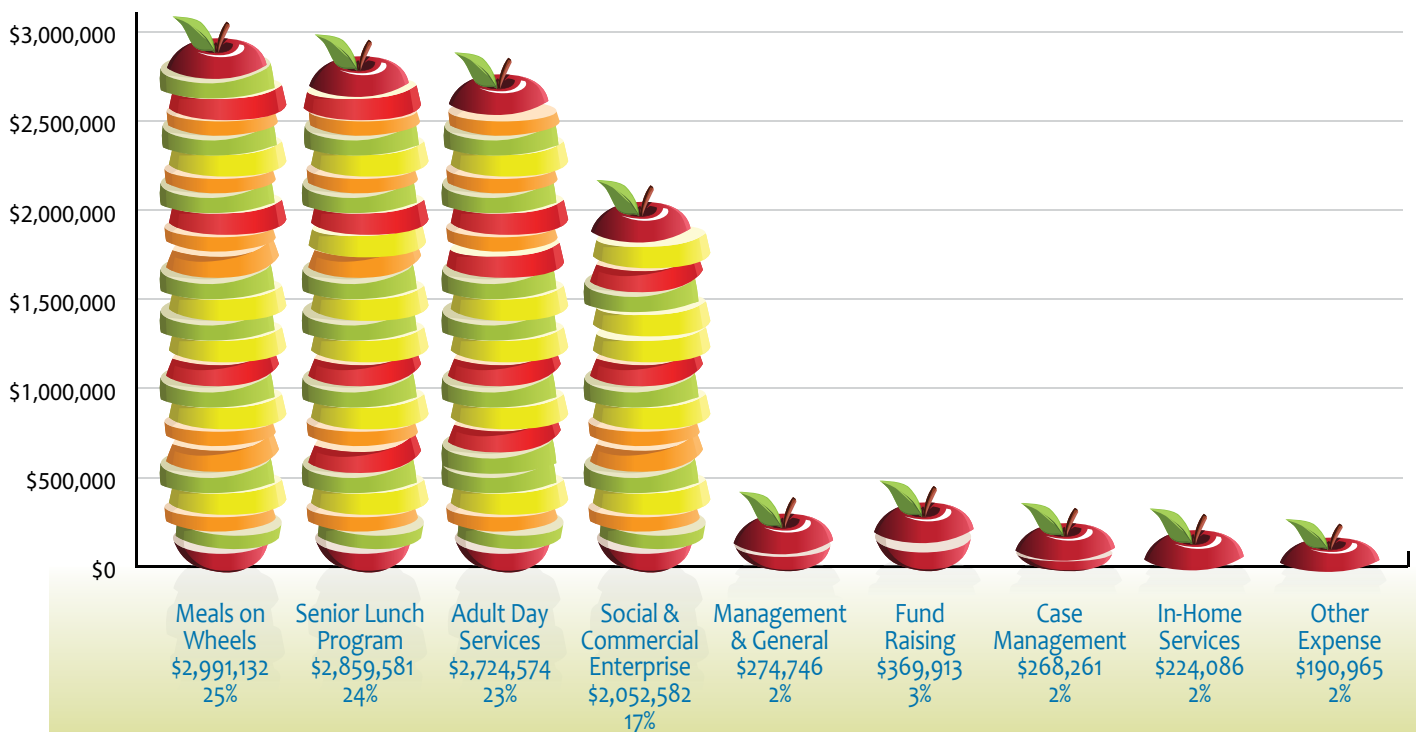
2011-12 Financial Charts

Sources of Revenue



Total Revenue - \$12,096,774

Distribution of Expenses



Total Expenses - \$11,955,840

Change in net assets - \$140,934

SeniorServ salutes our generous donors!

Individual Donors (\$500 or more)

Jane Adams	Doris Cavanaugh	Gary Goff	Patricia Krout	Eric Nelson	Patricia Schuller
Kara Adams	Donald Chappell	Eileen Gold	Phillip Krum	Richard Newby	Barbara Schworer
Gary Adams	Wanda Chen	Paul Goldenberg	O'Neita Kuykendall	Steven Nicinski	William Scogin
Mike & Jean Adbdalla	Joseph Chirco	Charles Goodman	Noel Laflin	Marlin Nielsen	Janis Sempliner
Veronica Aiken	Mary Christopher	Candice Gore	Richard Lara	Helen Ochoa	Mary Shanahan
Gabriel Alonzo	Jack Clapp	Janice Grant	Michael Larocco	Dwight Odle	Janice Sheffield
Barbara Amend	Edward Cook	Toni Gregory	Melodee Latta	Steven O'Kelley	Barry Sheldon
Joan Anderson	David Copley	Laura Greico	Alan Lawson	Sandra Oliver	Barbara Sherwood
Howard & Shirley Arnett	Dan Cornwell	Theresa Gremling	Tracey Lee	Jane Overall	Maria Simpson
Bart Asner	Gio Corzo	Kae Gronwall	Merrill Lee	Bernice O'Very	Robert Simpson
Dawn Baker	Maureen Costello	Donna Grothjan	Charles Leigh	Kathleen Palkovic	Wilbert Smith
Arthur Balazs	Thomas Coyle	Maudy Jane Gude	Cheryl Leininger	Joe Papiri	Linda So Lo
Michael Baldwin	Virginia Crail	Elizabeth Haaker	Bruce Lemon	Robert Patterson	Virginia Spence
Webb Ball	Linuel Cravens	Joe & Holly Hagler	Danny Letner	Catherine Paulson	Lois Stein
Dorothy Bazacas	Robert Crofts	Margaret Hakanson	Don Lewis	Ellena Peterson	Fritz Stelter
Georgene Beckner	Sandra Crose	Jeanette Haley	Lori Lollis	Charlene Pinder	Ray Sugiura
P.T. Beeghly	Roger Dale	Galen Hall	Ann Lotti	Randy Platt	James Swearingen
Nicholas Begovich	Lynn Daucher	Lisa Halpern	Steven Lovell	Margaret Plenert	Milton Pepper
Kenneth Bell, M.D.	Lynn Daucher	Sharon Hamilton	Jonnie Lund	Marcel Plouffe	Kevin Thon
Gerhard Bender	Ryan Davies	Jack Hargrove	Maria Lunger	Chloris Poggiogalle	Leilani Tiegen
James Berens	Don Dennison	Neil Harkins	Mary Mackin	Michael Potoma	Greg Tirabasso
Jim Berens	Fernando Detrinidad	Laura Harrison	Gerald Magarian	Barbara Price	Lois Tolles
George Berg	Ronald Dibble	Edith Harvath	John Magliari	Robert Proffitt	Renee Tuchscher
Tim Bergstrom	Marc Dillon	Patricia Harvey	Reza Mahdavi	Marilyn Puckett	Sible Uphouse
Edgar Berriman	Darryl Disanto	Steve Havens	Cindy Marks	Florence Purdy	George Valbuena
Phil & Suzanne Beukema	Margaret Doedens	James Hayden	Charles Martin	John Raetz	Vera Valoff
Mabel Beutler	Patricia Doyle	Gerald Heidt	Ernie Mason	Charles Rapp	Vincent Vasil
John Bickel	Jennifer Draper	Boyd & Sue Hendrickson	Frances May	Roland Rapp	Joseph Velasco
Robert Bishop	Leo Drummond	Christine Herman	Nadine Mayes	Jerry Rapport	Terry Vivian
Myrna Bisson	Judith Duffy	Jack Hermance	Don McBride	Carole Rathgeber	Virginia Wade
Matt Bissonette	Linda Dziedzic	L. Kenneth Heuler	William McCrumb	Debra Rettenmaier	Judith Wagner
Joan Blankinship	Michela Engle	John & Margaret Higgins	Jack McElvein	Janis Rico	Ann Walsh
Charlotte Blauw	Jim & Pat Evans	Janeen Hill	Michael McFarland	Franciska Ritchey	Edward Walsh
George Bonvecchio	Paula Evron	Jon Hill	Lester McNall	Barbara Roberts	Jim Watt
Clifton Boots	Thomas Faron	Tricia Homrighausen	Linda McQuerrey	Warren Roberts	Donna Watters
Laura Border	Nancy Farrell	Scott Hoover	Monica Mehren	Mark Roberts	Barbara Weber
Judith Boroskin	Gene Farrell	Ralph Howarth	John Michael	Elizabeth Rockefeller	Gail Wedrall
David Bottino	Lorraine Ferguson	Gordon Hoyt	John Mikkulka	Edward Rodriguez	Dexter Welton
Kathy Bouchard	George Fields	Kathryn Hranuelli	Sonya Miller	Patrick Ronayne	William Wewer
Pat Bowley	Gary Fields	Ammie Hui	Mark Miller, M.D.	John Rougvie	John Whalen
Sheryl Brewer	Jeffrey Flegel	Kay Hultgren	Patricia Milligan	Dave Rudat	Alan White
Norma Brittell	Betty Foreman	Najiba Hussaini	William Mohr	Len Rullo	Joanne Whitmore
Sandra Bron	Audrey Fortelny	Gordon Jackson	Rene Moore	Frank Rutherford	Mary Williams
Joyann Brown	Jean Freedman	Sandra James	Lumina Morgan	Rafael Ruvalcaba	Donna & David Wilson
Barbara Bryan	Mary Frommeyer	Joyce Jennison	Elaine Mortenson	Melodie Sahin	Alexander Wilson
Mark & Cheryl Budensiek	Paul Gaarenstroom	Charles Johnson	Mae Grace Mossman	Cindy Samson	Harry Yieh
Evelyn Buettell	Lynn Gaede	Mark Joseph	Lorena Moulin	Bertha Samuels	Carol Zielski
Shannon Buhmaster	Paula Gagliardi	Debra Karlin	Larry Murray	Paul Sandorff	Pat Zima
Trinh Bui	Marsha Gallavan	Larry Kimmel	Jack Musselman	Jeannette Sauro	Friederike Zimmermann
Patrick Callanan	Virginia Gardner	Carol Kiser	Isidore Myers	Louise Schenke	Sheldon Zinberg, M.D.
Nancy Capel	Wilbert Gehman	Opal Kissinger	Albert Nault	Leroy Schmaus	Earle Zucht
Kenna Caprez	Dev Ghose	Sandra Koehnke	Rick Navarro	Joanna Schmidt	
Virginia Carlson	Rose Giangioffe	Mary Kooiman	Virginia Nelson	Gerald Schmidt	
Jerry Causey	Nancy Gin, M.D.	Joseph Kristoff	Mark Nelson	Otto Schramm	

Corporations, Foundations & Organizations

Alzheimer's Association of Orange County	Essensa	Santa Ana Elks Lodge #794
Amada Home Care	Evercare Hospice	SCAN Health Plan
Anaheim Regional Medical Center	Field Fresh Foods	Searles Company, LLC
AT&T	First Republic Bank	Senior Helpers
Atria Management Company	Fountain Valley Community Foundation	Senior Helpers Yorba Linda
Attentive Home Care	Fronteras Food Group, LLC	Silverado Senior Living
Bank of America Charitable Foundation	Green Family Trust	Skilled Healthcare, LLC
Barney & Barney	Hagler Financial Services	Sonnet Home Health
CalOptima	Health Essentials	St. Joseph Hospital
CareMore Health Plan	Horizon Support Services	St. Jude Hospital
Casa Major, Inc.	Intel Volunteer Grant	Swift Produce
Change a Life Foundation	Johnny Rebs' Southern Roadhouse & Catering	The Allergan Foundation
Chevron	Kaiser Foundation Health Plan	The California Wellness Foundation
Chevron Employees	Kaiser Permanente	Twintel Solutions
City of Anaheim	Kindred Healthcare Operating, Inc.	U.S. Foods
City of Brea	Kitchen Professionals	UPS
City of Costa Mesa	Kiwanis Club of Greater Anaheim	Verizon Foundation
City of Cypress	Life Care Centers of America	Wallace Air Cargo Group
City of Fountain Valley	Meals on Wheels Association of America	Wal-Mart Foundation
City of Garden Grove	MedAssets	Weingart Foundation
City of Huntington Beach	Newport Farms	Wells Fargo Foundation
City of La Habra	Omnicare, Inc.	White Nelson Diehl Evans, LLP
City of Santa Ana	Orange County Community Foundation	Whittier Hospital Medical Center
City of Seal Beach	Orange County Register Charities	Woman's Club of Santa Ana
City of Tustin	Orange County's United Way	
City of Westminster	Orange Rotary Trust	
Crean Foundation	Pacific Health Group	
Croul Family Foundation	Palisades Tennis Club	
Edward and Helen Shanbrom Family Fund	PG Insurance Services, Inc.	
Edwards Lifesciences Foundation	Rick Goacher Planning, Inc.	
Employee Community Fund of Boeing California	RKDM Enviro-Energy Services	
Enterprise Foundation	Rotary Club of Orange	
Ernst & Young	Run Seal Beach	

SENIORSERV™

Securing Home, Health & Heart

**Headquarters and
Commercial Kitchen**
1200 N. Knollwood Circle
Anaheim, CA 92801
(714) 220-0224

**SeniorServ Adult Day
Health Care Center**
1158 N. Knollwood Center
Anaheim, CA 92801
(714) 220-0229

**SeniorServ
Adult Day Care Center**
Buena Park Senior Center
8150 Knott Avenue
Buena Park, CA 90620
(714) 826-3163

**SeniorServ Adult Day
Health Care Center**
1101 S. Grand Avenue, Suite K
Santa Ana, CA 92705
(714) 558-1216



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