

Celebrating Champions



2016
ANNUAL REPORT

SENIORSERV™
Nourishing Home, Health & Heart

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Dear Senior Serv Champions,

Seniors are all champions of life experience. They have worked hard and experienced multitudes of trials, successes, health problems, triumphs, and losses throughout their lives. Many of them have been *super champions*, devoting their lives to caregiving and beating all odds to reach meaningful goals. Sadly, many of the seniors we serve have struggled with the humbling role reversal from *being* a champion to *needing* a champion to help them finish strong.

For these older adults and others, physical and mental changes have made it increasingly difficult and sometimes impossible for them to find ways to meet their basic needs and remain living independently without help.

But through your support, you have championed SeniorServ's mission and made it possible for us to provide nourishment that keeps thousands of seniors living in the homes they love.

With your help this past year,

- You made it possible for SeniorServ to provide nearly one million meals to seniors in need, including 635,052 nourishing home delivered meals served to over 1,450 isolated and homebound seniors who also received tens of thousands of hours of case management and in-home service support.
- You helped provide 289,285 hot lunches and the opportunity for social engagement to more than 6,800 seniors at 25 senior centers.
- You provided caring support by volunteering hundreds of hours as friendly visitors connecting with seniors who may have no other visitors at all.
- You helped keep families together by supporting Adult Day Services for 206 isolated, memory- or physically-impaired clients and their families.
- You supported our Care Coordination program, lowering hospitalizations and reducing isolation through meals and care services for 121 clients.

As the population of Orange County seniors continues to increase and the challenge to meet their needs becomes greater, your partnership is increasingly vital. Thank you for your generosity and for championing our mission to honor life and nourish the wellness, purpose, and dignity of seniors and their families in our community. Together we can help them finish strong.



A handwritten signature in black ink that reads "Holly Hagler".

Holly Hagler
President and CEO



A handwritten signature in black ink that reads "Earle Zucht".

Earle Zucht
Board Chair

Arlee's Story: Champion Caregiver Must Learn to Receive

94-year-old Meals on Wheels recipient Arlee has lived and worked in Orange County since the 1940s. Despite spending over 32 years in the workplace, Arlee's true life calling has been to champion others through caregiving. Arlee's unwavering commitment to the compassionate care of her father, her mother, her neighbor, her neighbor's wife—and finally, her husband, makes her a **super champion**.

Not long after her father passed, Arlee's mother was hospitalized and released with a devastating prognosis; she was expected to live *just nine or ten days* and would require 24 hour care. Since Arlee was the only sibling without children of her own, she decided she should be the one to care for her mom and did so until her mother passed twelve years later.

After Arlee's mother passed, a close friend and neighbor named Tom requested that Arlee become caregiver for his ailing wife. Arlee and her husband Jerry graciously agreed to help until the wife died four years later. Soon thereafter, Tom fell ill and Arlee cared for him until his passing.

When Arlee's husband Jerry was diagnosed with lung cancer, they both knew he was next in line for Arlee's tender caregiving.

Instantly, Arlee the caregiver became Arlee the care-receiver.

Then, tragically, after years and years of taking care of others, Arlee broke her back. Instantly, Arlee the caregiver became Arlee the care-receiver. She said, "I hate that I'm in the position that I'm in because I've been so active all of my life. It kind of affects my pride." With no support system left, Arlee feared she wouldn't be able to remain living independently. Fortunately, Arlee reached out to one of SeniorServ's case workers, who in turn arranged to have healthy, nutritious meals delivered to her home each day. Arlee is beyond grateful for the help. She said, "If it wasn't for Meals on Wheels, I don't think I would be living. That's how important it is to me...and I'm sure it's important to the other people that can't help themselves."



Arlee receives a meal from Garden Grove Mayor Bao Nguyen during March for Meals.

Arlee was first called to caregiving at the age of 25 when she moved her bedbound father into her home. Caring for her father was physically challenging and required a strong back. Without a wheel chair, it was necessary to "pack saddle" her father to the bathroom several times a day. When he slipped down in the bed, Arlee would stand on the back of the bed and pull him back up to a comfortable position. Looking back, Arlee believes the strain of lifting her father was the primary cause of chronic back issues that surfaced later in life.

Pat's Story: Champions Don't Give Up

Ever since her birth when doctors did not expect Pat to live more than a day, Pat's power to persevere has continued to surprise and inspire.

Even as a child, Pat had the determination found in champions. Although she was labeled "sickly" and discouraged from participating in school sports, Pat became a runner. Pat said, "Even though I'd have a lot of pain in my lungs afterwards, it was worth it to have won the race. And that's kind of been my point all of my life ...that I'm going to win the race."

I finally found out that I had to learn to ask for help.

Pat has finished many races throughout her life, but not always in record time. She started college in the 50's but had to pause when her new husband desired a different lifestyle. Twenty-five years later, divorced, and determined to reach the goal she had set for herself, Pat started college again. All the way along, people kept telling her it couldn't be done, but she knew differently.

After receiving her Bachelor's degree, Pat began her PhD studies at the California School of Professional Psychology. Soon however, Pat was forced to reduce her school hours after experiencing serious heart problems. The pace was slower, but Pat kept at it until she finally earned her PhD. "To me, it isn't how long it takes you to do something, it's whether or not you reach your goal," Pat commented.

Pat began clinical work in private practice and with the Orange County Healthcare Agency and joined the faculty of the psychology department



SeniorServ champions Pat's need for Independence.

at Chapman University. Sadly, Pat's health challenges became increasingly serious and she suffered a major heart attack.

Pat said, "I finally found out that I had to learn to ask for help and that's been the hardest lesson of my life. When you're used to being the person who's going out and helping other people, you never think that someday, you're going to need help."

SeniorServ and their volunteers were there to answer her call for help with meals and support.

"If it wasn't for SeniorServ," Pat stated, "I wouldn't be able to be independent anymore and that's very important to me. I've never wanted to be a burden on anyone. SeniorServ gives me a chance to believe that I can still take care of myself with their help."

Ann and Bob's Story: Caregivers Need Champions Too



Ann is a loving caregiver to her husband Bob.

Bob lay in the ICU in a coma and on life support. By his side was his wife Ann, stunned to learn her husband had suffered a severe stroke and so soon after beginning the retirement they both worked so hard to earn. The prognosis was bleak, but finally on the third day Bob opened his eyes.

Over the next months, Bob went from the ICU to a hospital room, then on to a nursing home and finally to a VA facility. There were severe challenges to overcome, but Ann and Bob decided to face them at home.

Ann didn't realize how exhausting it would be to deal with the never-ending demands of caregiving, especially since she was also caring for her ill mother. *Ann needed a champion.* Thankfully, Ann's counselor referred her to SeniorServ, and a case manager quickly arranged meal delivery and respite care for the couple.

It's kind of like a great wind that lifts you up and carries you forward.

Ann has been thrilled with the help. She said, "Not only does the respite provider do the laundry, but she gives me a chance to go and do some shopping that needs to be done."

SeniorServ's volunteers have also been champions for the couple. Ann remembers one day when there was a power outage: "It was such a cold day, and no electricity," she said. "I got Bob all covered up. He hadn't had breakfast and it was cold. SeniorServ's volunteer came with the meals and she couldn't believe what she saw. So she got in her car and came back with hot cocoa and coffee. She helped us get through the day because we were without electricity from 9:00am until 4:00pm. Each volunteer that comes every day is really special to us. We love their companionship and their friendship and we love the meals. And I just can't say enough about SeniorServ. They've been coming now for many years so we really feel like they're part of our family."

Ann continued, "It's kind of like a great wind that lifts you up and carries you forward because it's a lot to keep the challenge going every day and to be positive. When I went to counseling, they told me 60 percent of caregivers collapse and don't make it. But this is our 13th year and we're still going forward, and SeniorServ is still with us. Thank you, Lord."

Cathy's Story: Every Day A Celebration

SeniorServ's Adult Day Health Care centers (ADHC) in Anaheim and Santa Ana keep families together by offering safe supervision and therapies 5 days a week for adults with health or mental/physical disabilities. Because participants living with these challenges can experience frustration and depression, the ADHC's supportive and friendly atmosphere is of great help. Having a champion like Cathy, as an ADHC participant, makes all the difference.

Staff at the ADHC says that Cathy has "true spunk" and inspires her peers every day. She helps new participants feel welcome and makes them feel like one of the family.

The ADHC is great for Cathy. When she goes there, she is always happy, talking and singing.

Cathy has many friends. In fact, each time a newcomer joins the day services program, she makes another one. Cathy says the favorite part of her involvement at the center is talking to people. Her cheerful, chatty manner and friendly ways make everyone feel at home. Cathy's smile and optimistic attitude are infectious and a constant reminder to all participants that happiness is attainable despite disabilities.

The 74-year-old attends the center from 9am-2pm each weekday and loves every minute. She enjoys socializing at breakfast and lunch, playing games, participating in arts and crafts and getting her finger nails painted.



Cathy is a champion to her peers at the ADHC.

When Cathy is not at the center, she enjoys living independently with the support of caregivers. One of her caregivers, Maria, said, "The ADHC is great for Cathy. When she goes there, she is always happy, talking and singing. If she did not attend the center, Cathy would just watch TV all day long."

Even Cathy's clothes reflect her happy demeanor. She always wears colorful clothes for every special occasion. But whether or not it is a holiday, Cathy's bubbly attitude shows her peers at the Santa Ana ADHC that every day is a day worth celebrating.

Dan's Story: Lunch Program Champions Socialization

SeniorServ's Lunch Program provides nutritious lunches five days a week at 25 senior centers. For many of the participants it is the only meal they share with others. This is true for many retirees like Dan.



SeniorServ's lunch program feeds Dan's need for socialization.

Working 38 years in the grocery produce business, Dan was used to daily interactions with customers and staff. He was the person the customers knew to seek out when they needed help choosing the best produce. In fact, Dan's reputation was so good, he became known as the "Watermelon Whisperer."

Soon after retiring, the "Watermelon Whisperer" missed his customers and felt isolated and lone-

some. He wasn't married and ate most meals alone. Dan knew he needed to find somewhere to socialize. Fortunately, very near to his home, Dan found SeniorServ's lunch program at the North Seal Beach Community Center. He rode his bike one day to check out the lunch program and immediately felt a connection. Six years have passed since that day, and Dan is still a regular in the program. He looks forward to attending five days a week. "It's great for socializing...which seems more important than eating," he said. "The staff really shows their love for the people here. They are a blessing."

Dan knew he needed to find somewhere to socialize...he found SeniorServ's lunch program.

The 66-year-old either bikes or walks to lunch every morning, so in addition to socialization and nutrition, Dan also benefits physically. Even though lunch isn't served until 11:00am, most people come to socialize around 9:00am. Dan however, doesn't usually make it until 10:15. "I'm like an old Ford...it takes my motor awhile to get going in the morning," he says with a chuckle.

Dan enjoys leading the flag salute before lunch each day. He even purchased a replacement flag when the old one became tattered. "I feel really good about doing that," he said.

Like most of the lunch participants, Dan sits in the same spot each day. He has a cheerful, upbeat personality that is contagious. "I like to make people laugh," Dan said. "It's natural to talk about ailments but important to be grateful and thankful for what you have."

SeniorServ's Continuum of Care

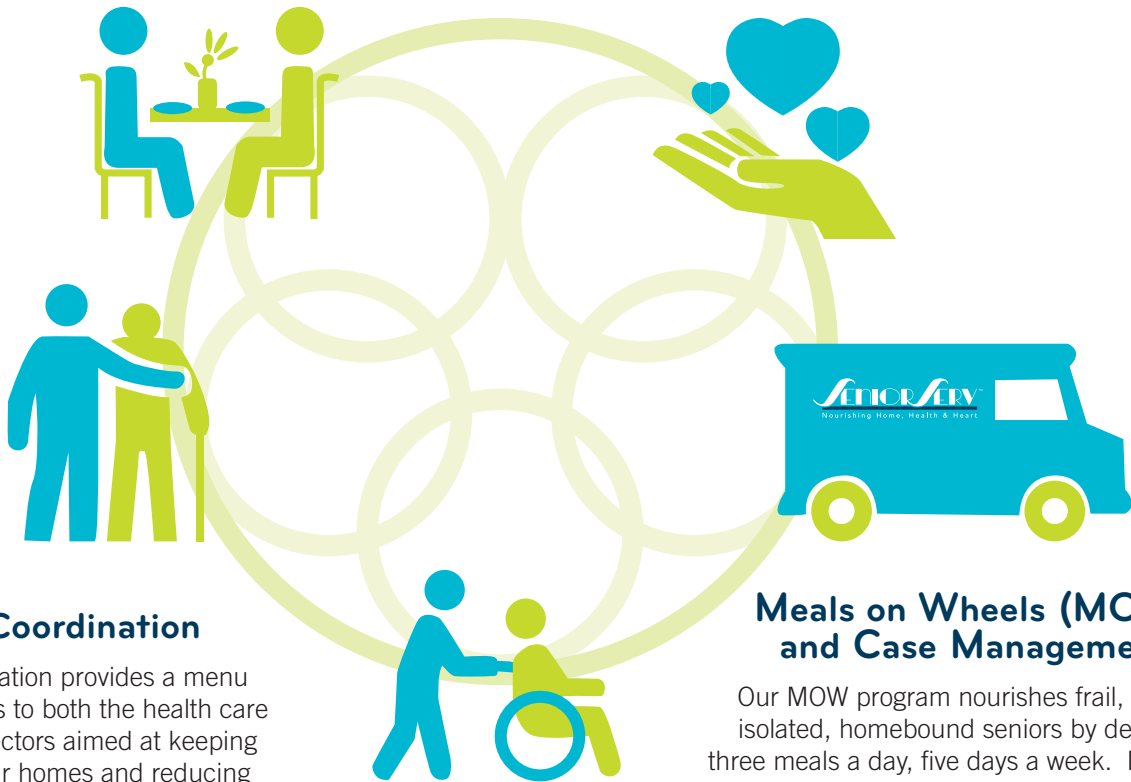
SeniorServ has a long-standing history of providing programs and services that reduce hunger and isolation and improve wellness for impoverished Orange County seniors striving to remain in their own homes. Through the years, we've served tens of thousands of older adults and seen many of them through each step of what we know as **SeniorServ's Continuum of Care**, a model providing multiple types of programs and services that support independent living for various levels of need.

Senior Center Lunch Program

SeniorServ's lunch program is designed for the relatively active older adult who enjoys "eating out" at their local senior center.

Volunteer Services

Volunteers provide a vital network of caring friendship and support for isolated older adults living independently in the OC community. Our volunteers give their time and talent to powerfully impact the lives of older adults in meaningful ways.



Care Coordination

Care Coordination provides a menu of care services to both the health care and private sectors aimed at keeping people in their homes and reducing hospital readmissions.

Meals on Wheels (MOW) and Case Management

Our MOW program nourishes frail, socially isolated, homebound seniors by delivering three meals a day, five days a week. More than just a meal, these seniors receive case management, in-home services and referrals to other resources as well.

Adult Day Services

Our Adult Day Health Care centers in Anaheim and Santa Ana keep families together by offering safe supervision & therapies five days a week for adults with health or mental/physical disabilities.

Our Adult Day Care in Buena Park is a social model providing supervision, nutrition and activities for older adults with mild cognitive impairment.

SeniorServ Programs and Services

The Senior Center Lunch Program



The senior center nutritious lunch is designed for the relatively active older adult who enjoys “eating out” at their local senior center. The nutritious lunch provided helps supplement an insufficient diet, especially prevalent among those seniors who live alone and/or who are on limited incomes. Participants also appreciate the opportunity for socialization. In addition to satisfying nutritional needs, SeniorServ’s lunch program also strives to improve the physical and mental well-being of their lunch participants by:



- Offering services to 1,500 participants at 25 senior center sites
- Serving meals certified to provide 1/3 daily nutritional needs based on FDA guidelines
- Encouraging a sense of dignity
- Providing stimulating activities and volunteer opportunities
- Offering nutrition education
- Augmenting participants’ financial resources by providing donation-based meals.

Adult Day Services

Adult Day Health Care

Our centers in Anaheim and Santa Ana keep families together by offering an alternative to placement in an institution. Maintaining the dignity of family members that have physical or mental impairments while providing support to the family in a cost-effective manner allows the senior to remain at home as long as possible.

Caregivers feel relieved and better able to handle the challenges of caring for an aging or disabled loved one.

Benefits include:

- Improvement in the ability to carry out daily activities through treatment in a therapeutic environment
- Monitoring of medical conditions
- Improvement in nutritional intake
- Increased mobility and alertness
- Decrease isolation and loneliness
- Increase self-esteem and sense of dignity
- Improve quality of life for participants and caregivers



Adult Day Care

SeniorServ’s Adult Day Care center is located in the Buena Park Senior Center. This program uses the social model of adult day care and is focused on socialization and engagement activities in a supervised caring environment. Isolation is reduced and depression is avoided through activities like card and board games and sharing meals together.

This program provides much needed relief to caregivers who know their loved ones are being cared for in a warm, loving environment.



Care Coordination

Building on our partnerships with area hospitals to improve care coordination and reduce hospital readmissions, SeniorServ has formed an innovative collaborative with a senior housing complex to provide complex case management services to residents who were homeless or at-risk for homelessness. These residents typically have 6 to 7 separate diagnoses, e.g., diabetes, mental health issues, congestive heart failure. Our program provides these residents with Meals on Wheels and daily visits by our care manager who assists with chronic disease management, medical appointments, access to health care, access to mental health group therapy, and legal assistance. Due to the success of this program, we are looking to partner with other low-income senior housing programs to deliver these life-changing services to their residents.

In addition, SeniorServ also provides these services under contract with major healthcare plans to support person-centered solutions.



Volunteer Services



SeniorServ volunteers provide a vital network of caring friendship and support to frail and isolated older adults living independently in the OC community. Over 600 volunteers generously give a combined total of just under 100,000 hours annually in support of our programs and services. Volunteers are at the heart of everything we do at SeniorServ and have the

unique opportunity to powerfully impact the lives of older adults in meaningful ways through:

- Providing the basic nourishment of food as drivers for our Meals on Wheels program
- Acts of service through our lunch program
- Compassionate care at our Adult Day Health Care centers
- Ongoing companionship through our Care Circle/Friendly Visitor program.

If you have given of your time or resources to support our programs, we want you to know how much we appreciate you. SeniorServ would not be able to accomplish our mission without the time and talent of our dedicated volunteers.



Meals on Wheels and Case Management

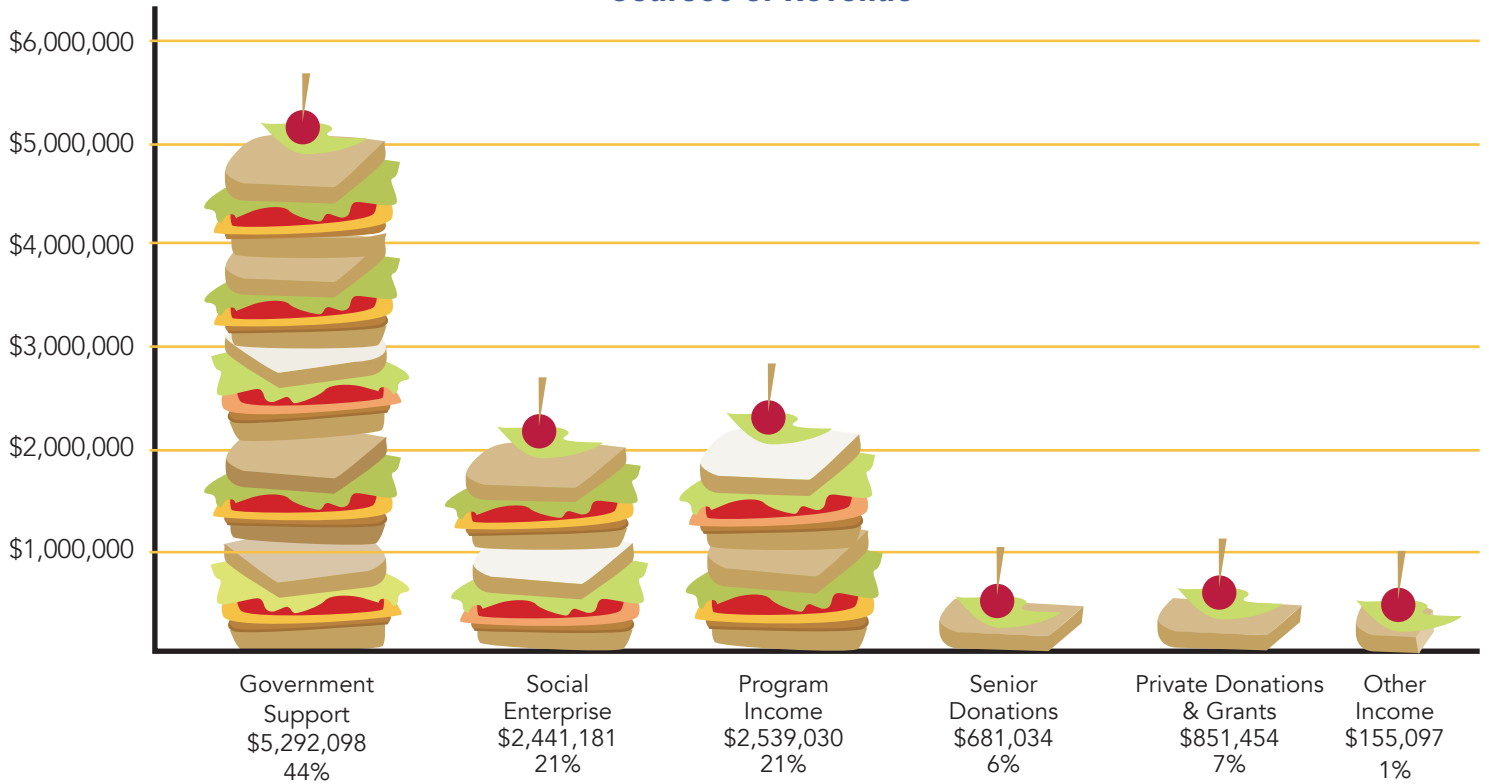
SeniorServ's Meals on Wheels supports the nutritional needs of adults over 60, the majority of whom are low income, very low income or below poverty level and who can no longer shop or prepare meals for themselves. Like the Senior Center Lunch Program, Meals on Wheels is funded in part through the Older American's Act (Title III funding). Meals are delivered weekdays directly to the homes of at-risk and homebound elderly needing assistance.

In addition to meals, participants also receive personal case management services which provide information and referrals for supportive services such as personal care, chore and home safety.



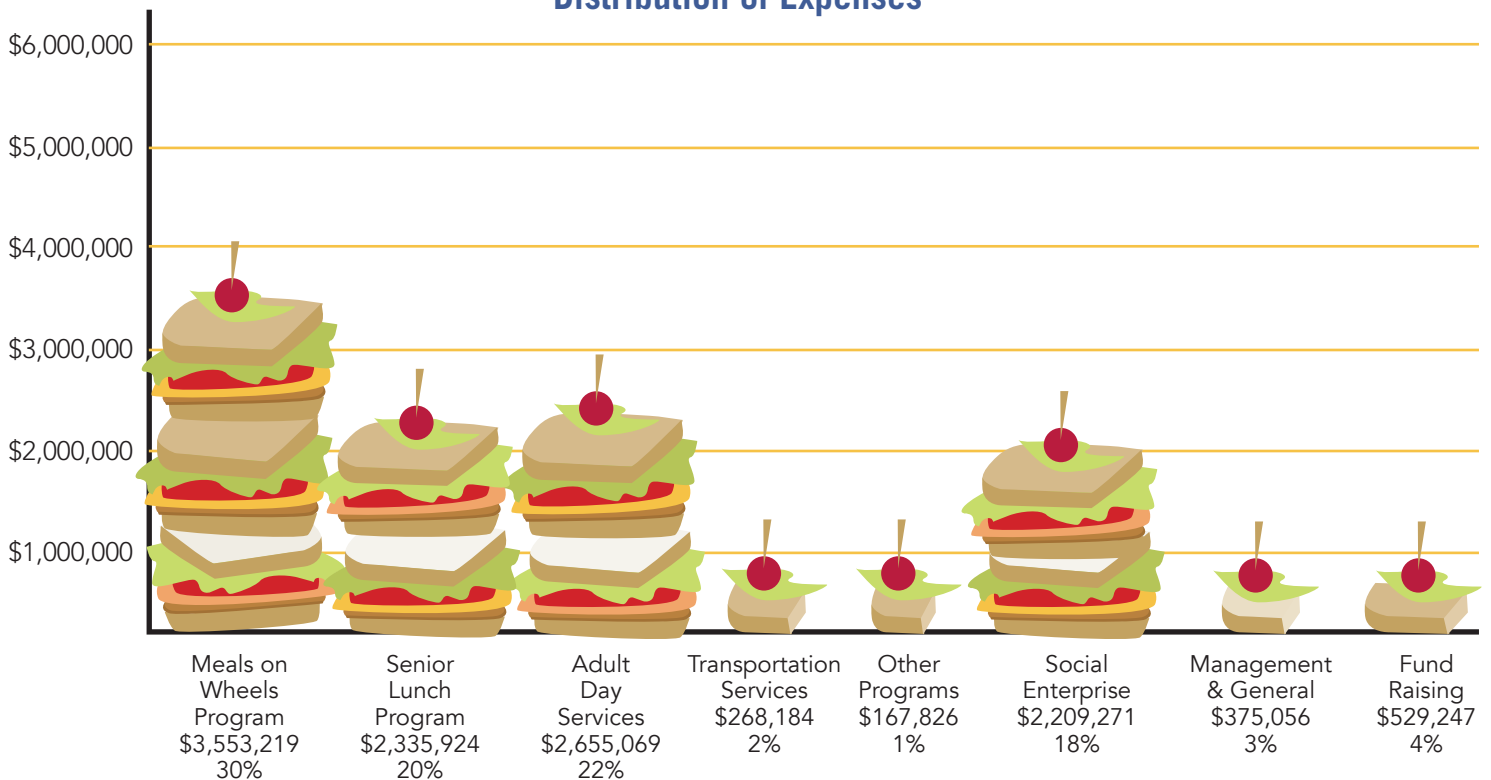
Financial Charts

Sources of Revenue



TOTAL REVENUE \$11,959,894

Distribution of Expenses



TOTAL EXPENSES \$12,093,796

CHANGE IN NET ASSETS* (\$133,902)
*due to timing of grants

A Heartfelt Thank You to Our Champion Supporters!

Gifts of \$250 or more received 7/1/2015 through 6/30/2016

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As of June 30, 2016

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*deceased

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**SeniorServ Adult Day
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Anaheim, CA 92801
(714) 220-2114

**SeniorServ Adult Day
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1101 S. Grand Avenue, Suite K
Santa Ana, CA 92705
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www.seniorserv.org