



Family



2018 ANNUAL REPORT

Going “Out” to Lunch



Patty has enjoyed participating in the lunch program provided by SeniorServ and the Tustin Senior Center every weekday for almost eight years. She looks forward to going “out” to lunch. “I really enjoy the food, especially the butternut squash soup,” she said. “I could eat that every day!” The program provides nutritious meals, social support and a stimulating atmosphere that inspires Patty to venture out of her home each day. Since the senior center is only a block and a half away from Patty’s home, the commute is an easy ride on her motorized wheelchair.

But it’s not only the food that brings Patty to SeniorServ’s lunch program; it’s also the people. “I need to be around people and it’s the only place I go to socialize,” she said.

Compassionate support from friends at SeniorServ’s Senior Center Lunch program has helped Patty adjust to life without her loving companion since his passing six years ago, and currently offers additional comfort as she copes with the recent passing of her daughter. “I’ve gone through some rough times,” said Patty. “I’ve met a lot of nice, caring people here. It helps to have their support.”

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SeniorServ's Family Delivers Love

Dear SeniorServ Family,

For many, “family” transcends bloodline and includes other people who provide warmth, love and unconditional support to each other. This is the type of family you choose, or if you’re really blessed, chooses you...like SeniorServ’s amazing family of supporters.

SeniorServ’s family is comprised of people like you who are passionate about helping SeniorServ nourish the well-being of older adults through nutrition, social connections and supportive services. Whether you’re a volunteer, donor, sponsor, staff member or advocate, your support is essential to all we do.

With the help of our “family,” SeniorServ accomplished amazing things this past fiscal year! Because of you:

- We served 555,108 meals to 1,089 homebound seniors who also received case management and supportive services.
- Nearly 8,900 older adults received 248,343 nutritious lunches and the opportunity for social engagement in 23 senior centers.
- 600 volunteers contributed almost 90,000 hours —
 - delivering or serving meals
 - providing friendly visits to lonely seniors
 - providing leadership through board or council membership
- 219 clients attended our Adult Day Services programs, enabling them to participate in activities, socialize and receive care and nutritious meals, while providing respite to their family caregivers.
- 128 clients received coordinated care and support, lowering hospitalizations and improving their quality of life and independence.

Many of the older adults we serve live alone, with no family outside of SeniorServ to lean on. Your generous and compassionate support tells them that they’ve been “adopted” into a family that genuinely cares. Warm touches, smiles, and often lifesaving support from drivers changes lives. Meals on Wheels recipient Francois told us, *“They donate from their hearts because they want to help. They love us. We don’t know them, they don’t know us, but they love us.”*

As the senior population expands and their needs increase, funding our programs continues to be a challenge. Thank you for your ongoing generosity and for being a valued member of our loving family.



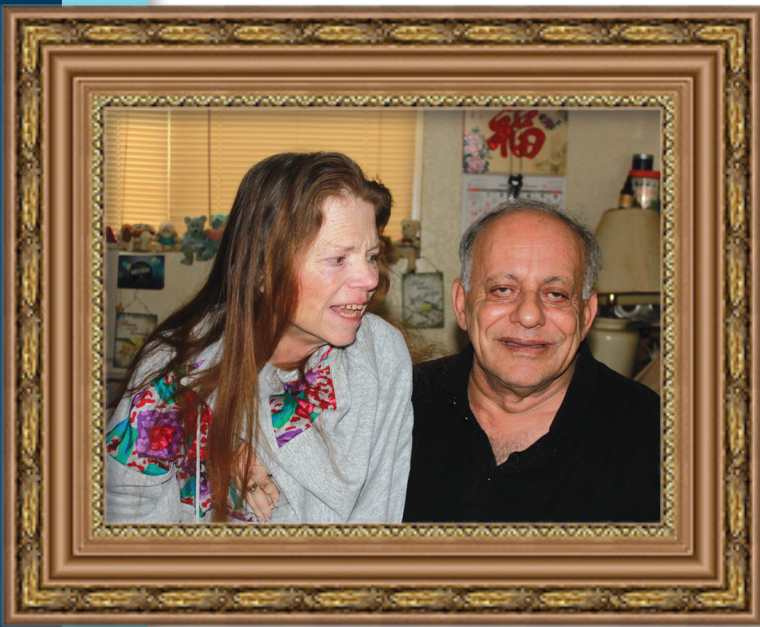
Holly Hagler
President and CEO



Randy A. Platt, C.A. -RCFE
Board Chair

Family by choice

Francois and his wife Linda enjoyed an unbreakable lifetime bond with their neighbors Herbert, Katherine and their special needs daughter, Maureen. An RN by trade, Francois's nursing skills were of tremendous benefit whenever he and Linda assisted with Maureen's care. Although the two families were not related by birth, they became *family by choice*...a choice that has required unwavering commitment and tremendous sacrifice.



***Maureen became my family,
and I consider it a privilege
to care for her every day.***

As the years passed, Maureen's condition steadily deteriorated, especially after a series of strokes resulted in dramatic cognitive and physical decline. Then Francois and Herbert both experienced the loss of their wives.

Bonded for life, the two men continued to care for Maureen together...until Herbert became terminally ill with cancer. Clinging to life, Herbert pleaded, "Swear to me that when I die, you will take care of my daughter. Don't send her to a nursing home." Francois agreed to his friend's final request.

More tragedy surfaced when Francois experienced a stroke himself and could no longer practice nursing. Francois lost his home, and he and Maureen became

homeless. He shared, "Each day feels like 50 days, and the nights are horrible... then the rain comes to call. And hunger is our enemy."

Thankfully, this story has a happy twist. Francois and Maureen now have a place to live AND ***they've both been "adopted" as members of the SeniorServ family.*** "After 11 years, we don't have to go to bed hungry as we did many times," said Francois. "Meals on Wheels brings us food, and brings us such friendly drivers, who say 'hi' and greet us with a big smile on their face. We are happy and well nourished. It has changed our lives dramatically."

A chance to live life like everyone else

The second-born of 15 children, Odessa's childhood was spent as a "second mom" in her crowded household. With endless diapers needing to be changed and washed, there was no time for play. Feelings of a lost childhood escalated as the years went by, fueling a fierce determination to build a life for herself that offered the freedom and independence she longed for.

Dreaming of a lucrative career, Odessa moved to California to pursue a degree at USC, but money was hard to come by. She was far from home, and had no family support. Homeless and working odd jobs to pay tuition, Odessa slept on bus benches for years while she chipped away at earning her degree. Determined to finish, she kept telling herself, "Don't give up. It's okay. I know this hurts, but keep going... **keep going!**"

Against all odds, Odessa earned a bachelor's degree, then a master's and even a PhD! She secured part-time teaching jobs at two different colleges, but the combined salaries didn't provide a living wage. After years of living on the edge, Odessa began to notice changes in her health. Upon visiting her doctor and specialists, the outlook was bleak. Medical tests revealed multiple health issues that had resulted from diabetes, a condition she wasn't even aware she had.

Forced to retire with little savings and no benefits, Odessa needed help. Thankfully, she found SeniorServ's Meals on Wheels program and began receiving the nutrition she so desperately needed. Odessa also craved companionship, so SeniorServ matched her with a Friendly Visitor, and Odessa was thrilled. "We've been friends ever since," stated Odessa. "A lot has happened and [my visitor] has been extremely supportive. She's been my family."

Odessa is grateful for SeniorServ's support. She said, "If it wasn't for SeniorServ, I'd probably be homeless again, sleeping under the freeway and living in the bushes. SeniorServ has given me the chance to live my life just like everybody else."



***I even get a holiday
present from SeniorServ.
They're like family.***

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 (OC) seniors striving to remain in their own homes. Through the years, we've served tens of thousands of older adults. We've 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.



Care Coordination

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



Adult Day Services

Our Adult Day Health Care centers in Anaheim and Santa Ana keep families together by offering safe supervision and 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.



Volunteer Services

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

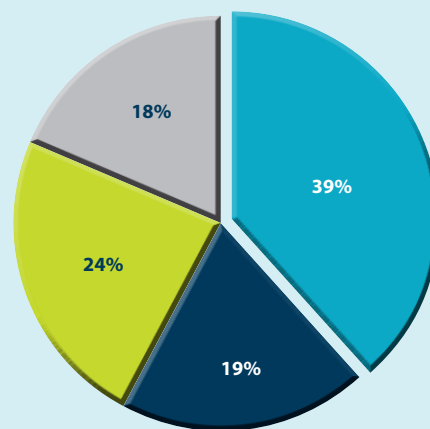


Meals on Wheels (MOW) and Case Management

Our MOW program nourishes frail, socially isolated, homebound seniors by delivering three meals a day, five days a week. These seniors get more than just a meal. They also receive case management, in-home services and referrals to other resources.

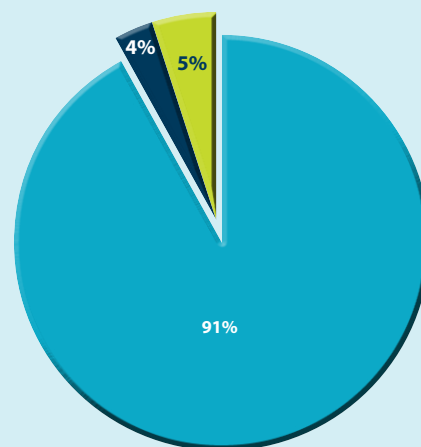
FINANCIALS

Fiscal Year Ending June 30, 2018*



Revenue | \$13,119,904

Government Grants	\$5,063,972
Social & Commercial Enterprise	\$2,551,544
Earned Revenue	\$3,087,897
Donations & Grants	\$2,416,491



Expenses | \$12,871,491

Program Services	\$11,674,208
General & Management Cost	\$652,490
Fundraising	\$544,793

*SeniorServ increased net assets by \$248, 413.

Our heartfelt appreciation to our generous supporters!

Gift of \$250 or more received between 7/1/2017 and 6/30/2018

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Anaheim United Methodist Church
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Assured In Home Care
Llewellyn Beck

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 Liviu & Elena Bor
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*Deceased

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Allen Staff, Market President, Bank America Merrill Lynch; Holly Hagler, CEO, SeniorServ & Shari Battle, SVP, Market Manager for Orange County, Bank of America



From Left to right: Bill Meury, Allergan Foundation board member and Executive VP, Chief Commercial Officer; Jonathon Kellerman, Allergan Foundation board member and Executive VP, Global Chief Compliance Officer; Susan Papiri, SeniorServ Senior Director, Community Relations; Gwyn Grenrock, Executive Director of Allergan Foundation; and Alex Kelly, Allergan Foundation President and Executive VP, Chief Communications Officer

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(714) 823-3294

**SeniorServ
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8150 Knott Avenue
Buena Park, CA 90620
(714) 826-3163

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