



2009 annual report





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and Don Lewis, Board President
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Dear Friends and Supporters:

Community SeniorServ is marking its 42nd year of service to the older adults of Orange County! Thanks to the generosity of our donors, commitment of our staff and dedication of our volunteers we have set records for service to the community. We delivered more than 800,000 meals to homebound older adults, served more than 320,000 congregate meals at area senior centers, provided thousands of hours of home care services to those older adults who do not have the ability or support to care for themselves. We have also actively served more than 200 older adults in need of adult day care services in our Anaheim, Buena Park and Santa Ana facilities.

When you think of Orange County it is, at times, difficult to grasp that such a rich and vibrant Southern California County continues to have hunger and isolation among many older adults throughout the communities we call home. This is a difficult reality that many face daily. This reality will be further compounded by a doubling of the older adult population by the year 2020 to more than 1 million of our County residents.

Our Board of Directors and skilled leadership team have set a foundation to address the growth of those older adults that today may not even realize they will need services in the coming years. As one of Orange County's leading not for profit organizations, we have a firm grasp of our business model. A business model that is focused on our core mission of serving, without discrimination, those older adults in need.

Although we benefit from the financial support of Federal, State and Local Government funding, it represents less than 50% of our current funding needs. It has been the support of foundations, corporations, organizations and the commitment of the individual donor that helps make the difference in the number of clients Community SeniorServ reaches daily with our services. And for that we are genuinely grateful.



We are very excited about what the future holds for our organization. We know that the frail, older adults of Orange County are counting on us to help them maintain their independence and well-being and with your continued support and partnership we plan to be there for them.

We invite you to learn more about our programs and services and meet a couple of our clients, on the following pages of our 2009 Annual Report.

Sincerely,

Randy Platt  
CEO

Don Lewis  
Board President



*650 volunteers supported Community SeniorServ  
by donating over 100,000 hours of service*

## **Did You Know?**

482,305 adults over the age of 60 live in Orange County today

154,798 of those are over 75

79,000 older adults live alone

28,939 adults over the age of 60 have annual income levels under the federal poverty level of \$10,830

## **What are we doing about it...**

Community SeniorServ by the Numbers:

9,255 older adults enjoyed 324,000 hot nutritious lunches at 27 senior centers in Orange County last year

1,798 homebound clients received 800,000 home delivered meals last year

9,023 hours of personal care, homemaking and chore assistance provided to clients last year

650 volunteers supported Community SeniorServ by donating over 100,000 hours of service

94 cents of every dollar donated goes to meals and services

## **What does the future hold?**

**In 2020 in Orange County**

**1,000,000 adults over the age of 65**

**300,000 of those will be over 75**

**160,000 will live alone**



## Meals on Wheels

In 2008-09 Community SeniorServ provided a total of 800,000 meals to 1,798 clients. We deliver three meals a day, five days a week to the homes of older adults who are homebound and no longer able to shop or cook for themselves.

Research has shown the importance of nutrition on the health and well-being of older adults. Malnutrition can increase functional dependency, morbidity, and greater use of health care resources associated with poor nutrition. For older adults, nutritional status is a major contributor to quality of life.

In addition to the meals, our clients receive case management and support services. Occasionally, one of our clients will need in-home personal care assistance, help with homemaking or one-time chores. Our case managers also provide home safety checks for our clients.

For the past three years we have collected data from our clients at three-month intervals to determine if our services are truly making a difference in their lives. Consultants have measured the impact of our programs and reported the following findings:

- An improvement in their diet and overall health
- Decreased hospital visits
- Shorter stays when hospitalized
- Significant decrease in depression levels
- Increased level of support services accessed

One of our Meals on Wheels clients is Joan Hartman. Joan has been receiving our meals for about three years, since her surgery for kidney cancer in 2006. Following the surgery she was asked whether she would prefer to live in nursing home or go home. Delirious with pain, she thought the nursing home would be the best option. After a short time there she decided that she did not like the environment and wanted to move back home. For a short

period of time Joan and a friend had combined their resources and eat their meals together. Unfortunately, her friend was diagnosed with pancreatic cancer and succumbed to disease very quickly. Joan's doctor referred her to Community SeniorServ and soon she received a visit from a case manager to assess her situation and determine her eligibility. Joan began receiving meals immediately and she credits Community SeniorServ with saving her life.

In addition to the meals, Community SeniorServ has been provided Joan with case management services and eight hours of homemaking support each month. Community SeniorServ has also made arrangements for Joan to receive various equipment to make her life easier, including a raised toilet seat and a walker.

Joan was touched beyond belief when volunteers from Community SeniorServ gave her a warm quilt as a Christmas gift. Joan reports that Community SeniorServ has been very instrumental in keeping her independent.



Lizbeth Salazar, CSS Case Manager meets with her client, Joan Hartman

*In 2008-09  
Community SeniorServ  
provided a total  
of 800,000 home  
delivered meals  
to 1,798 clients.*

## Senior Lunch Program

Community SeniorServ provides hot nutritious lunches at 27 senior centers in our service area. Senior centers are places for active senior to enjoy friends, social activities, classes and volunteer opportunities.

Community SeniorServ offers lunch Monday through Friday at most of these senior centers. The meals are offered on a donation basis; but no one is turned away because of their inability to make a donation. Often these lunches are the only nutritionally balanced meal these seniors consume all day. This past fiscal year a total of 9,255 older adults enjoyed 324,000 hot, nutritious lunches!

Shirley Bickel is an energetic and articulate woman that began volunteering at the Brea Senior Center 18 years ago. Shirley credits the program with helping her remain active—she says that she would have spent all her time at home on the couch if she were not

volunteering at the center. It has helped her get out of the house and make friends. Shirley enjoys “doing what she does” and hopes that one day there will be someone like her to take her place and take care of her when she’s ninety!

In addition to her volunteer work at the Brea Senior Center, Shirley serves as President of Community SeniorServ’s Program Council. The Program Council is an important aspect of Community SeniorServ’s involvement in senior centers. It is made up of volunteer representatives from each of the senior centers. Members discuss the various programs at the centers, and generate new ideas to encourage people to participate in the offered services and activities at their senior center. The Program Council also provides input on the lunch time menu choices at the center.

People like Shirley Bickel are what keep Community SeniorServ’s program going—active seniors for whom the Lunch Program provides not only food, but friends, and a cornerstone to their day, allowing them to lead happy, active, engaged lives.

*The Program Council  
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SeniorServ’s  
involvement in  
senior centers.*



Shirley Bickel



## Adult Day Services

Community SeniorServ provides adult day care services for older adults with physical or mental impairments. These centers offer day time care and respite for caregivers. We operate three centers.

**Our Adult Day Care Center located in the Buena Park Senior Center offers:**

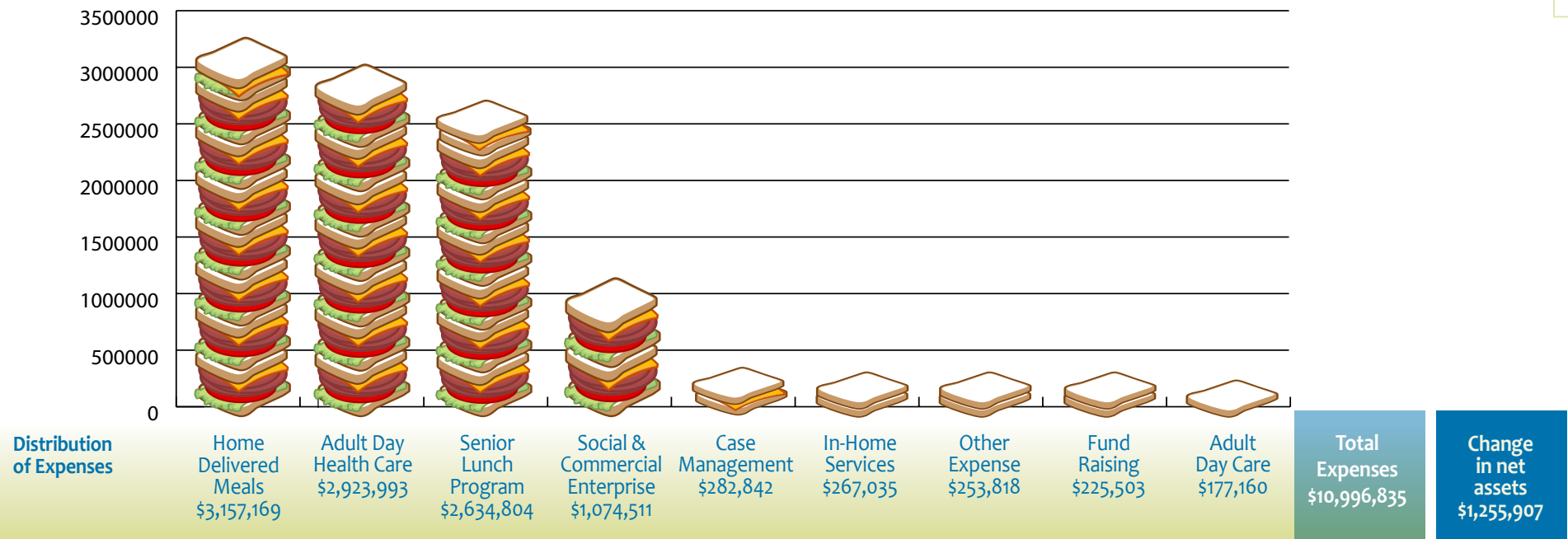
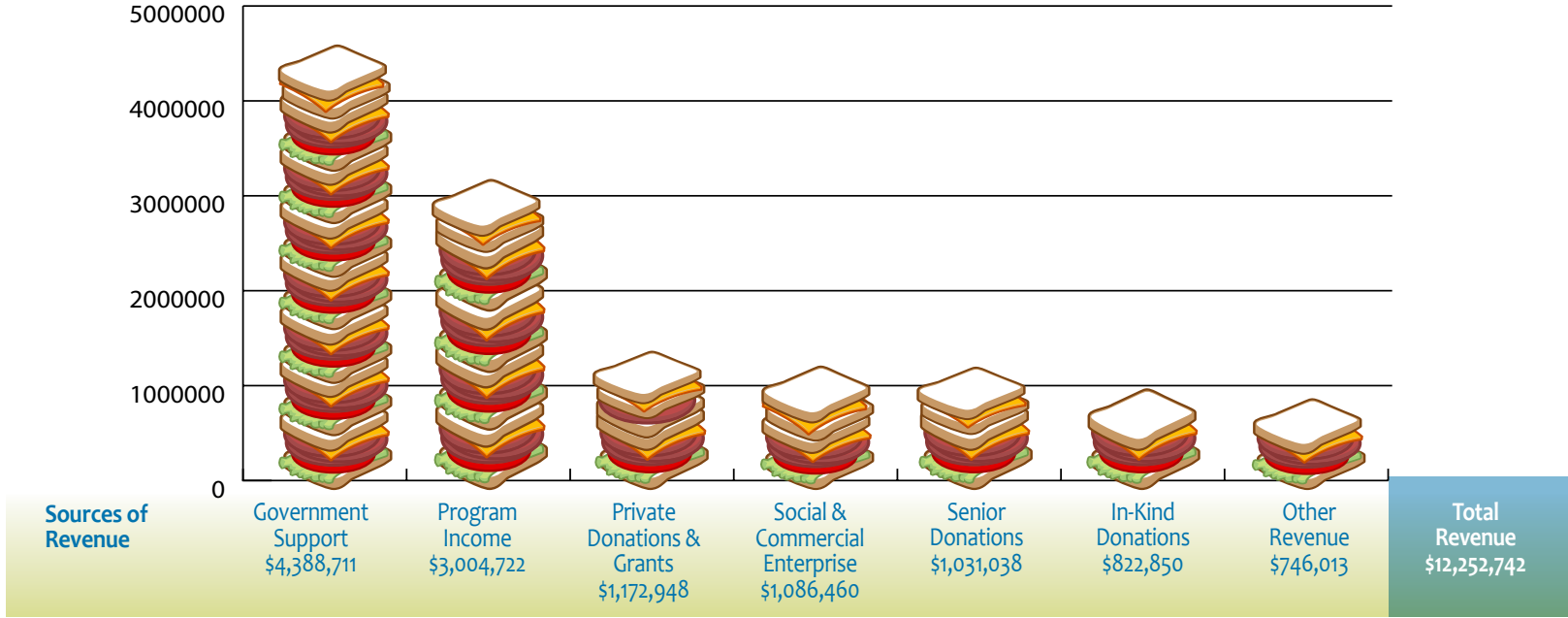
- Social Interaction and Activities
- Nutritional Services (Breakfast & Lunch)
- Family and Caregiver Support
- Caring and Safe Environment
- Professional Supervision

**Our two Adult Day Health Care Centers located in Anaheim and Santa Ana offer all of the benefits of the Adult Day Care Center plus:**

- Nursing and Personal Care
- Physical, Occupational, and Speech Therapies
- Social Work Services
- Cooperation with Personal Physician
- Pharmaceutical Management



## 2008-09 Financial Charts



## Community Senior Serv solutes our generous donors!

### Individual Donors (\$500 or more)

Pauline Abbott	Karen Hennessey
Gary Adams	Jon Hill
Kara Adams	Stephen Hogan
Susan Adams	Najiba Hussaini
Barbara Amend	Gordon K. Jackson
Kathleen Avery	Joyce Jennison
Michael Baldwin	Robin Kelley
Dorothy Bazacas	Erin Kociela
Douglas Bender	Cheryl Leininger
Philip Beukema	Danny Letner
Mabel Beutler	Don Lewis
Sandra Bron	Katherine Marquez
Mr. & Mrs. Bryan Christoffersen	Veronica Master
Dan Cornwell	Mr. & Mrs. Don McBride
Maureen Costello	Jack McGinnis
John Delligatta	William Mohr
Jane Dietsche	Frances Noteboom
Leo Drummond	Kieli Otani
Linda Dziedzic	Randy Platt
Jim & Pat Evans	Barbara Roberts
Gene Farrell	Cindy Roper
Audrey Fortelny	Len Rullo
Jimmy Gaston	Shelley Sanders
John & Carol Geisbauer	Virginia Spence
Dev Ghose	Margaret Tatar
Tom Griffithe	Leilani Tiegen
Galen Hall	Vincent Vasil
Margaret Hakanson	Jose Velasco
Mike Hampton	Liz Wagner
Patricia Harvey	Dick & Peggy Weatherspoon
Gerald Heidt	

### Corporations, Foundations & Organizations

AT&T	Rutan & Tucker
CalOptima	Scan Health Plan
Change a Life Foundation	Skilled Healthcare, LLC
Employees Community Fund of Boeing California	Sysco Food Services of Los Angeles
Ernst & Young	The Allergan Foundation
First In Our Hearts Foundation	The Bank of America Charitable Foundation, Inc.
Gary and Mary West Foundation	The Crean Foundation
George Hoag Family Foundation	The Croul Family Foundation
Ingram Micro	The Vons Companies Charitable Foundation
J. Goodman & Associates	The Wackenhut Corporation
Kaiser Foundation Health Plan	Tyson Foods
Kitchen Professionals	U.S. Foodservice
Latham & Watkins	UPS
Master Craft Homes Group	Velasco & Associates
Monarch HealthCare	Vons Foundation
Orange County Community Foundation	Wal-Mart Foundation
Orange County United Way	Weingart Foundation
Pacific Life Foundation	Wells Fargo Foundation
PG Insurance Services, Inc.	West Coast Distributors
Presbyterian Women's Fellowship	White, Nelson & Co. LLP
RKDM Enviro-Energy Services	

## Community SeniorServ Board Officers

**President** Don Lewis CFO, L’Koral Industries, Inc.  
**Vice President** Jose Velasco Attorney, Velasco & Associates

**Secretary** Bob Way Realtor, First Team Real Estate  
**Treasurer** Jon Hill, CPA Director Finance Operations, Jefferson Wells



## Board Members

Michael Baldwin Principal, Kitchen Professionals  
 James Evans City Manager (retired)  
 Jimmy Gaston Preacher, Church of Christ, Anaheim  
 Dev Ghose Executive Vice President, Skilled Healthcare  
 Tom Griffithe Owner, Graphic Design Service  
 Doug Jacks Vice President, Premier Commercial Bank  
 Ben Jasper Attorney, Horwitz, Coon & Jasper  
 Abdi Lajevardi President/CEO, Pro Education Group  
 Mary Jo Mursa Continuing Care Services, Kaiser Permanente  
 Cliff Nelson Owner/General Manager, Nelson Traffic Supply  
 Rosemary Nielsen Social Worker, City of Buena Park  
 Arlene Spielman Co-Owner, Interior Design Studio,  
 Margaret Tatar Executive Director, Public Affairs, CalOptima  
 Marcia Willet President, MW & Associates  
 Earle Zucht Investment Manager, Edwards Productions, Inc.



## Management Team

Randy Platt	Chief Executive Officer	Gio Corzo	Program Director Santa Ana ADHC
Stephen Havens	Controller	Pat Stewart	Program Manager Buena Park ADC
Phil Beukema	VP Development & Communications	Shannon Buhmaster	Director of Outreach & Communications
Barbara Hatch	General Services Director	Julia Soriano	Registered Dietitian
Robin Clifford	Human Resources Director	Jose Martinez	Senior Purchaser & Production Specialist
John Haney	Food Services Director	Edith Saluta	Accounting Manager
Charmaine O’Neill	Assistant Kitchen Director	Sylvia King	Director of Sales
Janeth Velazquez	Field Services Manager	Karen Oakes	Executive Assistant to the CEO
Theresa Powell	Volunteer Manager		
Dustin Manhart	Home Services Manager		
Chris Diminyatz	Program Director Anaheim		



[www.communityseniorserv.com](http://www.communityseniorserv.com)

**Headquarters and Commercial Kitchen**

1200 N. Knollwood Circle  
Anaheim, CA 92801  
(714) 220-0224

**Community SeniorServ Adult Day Care Center**

Buena Park Senior Center  
8150 Knott Avenue  
Buena Park, CA 90620  
(714) 826-3163

**Community SeniorServ Adult Day Health Care Center**

1158 N. Knollwood Center  
Anaheim, CA 92801  
(714) 220-0229

**Community SeniorServ Adult Day Health Care Center**

1101 S. Grand Avenue, Suite K  
Santa Ana, CA 92705  
(714) 558-1216