



Helping maintain independence & well-being

2010 annual report



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and Jose Velasco, Board President
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Dear Friends and Supporters:

What a difference Community SeniorServ is making in the lives of older adults in Orange County, thanks to you – our volunteers, donors, funders and staff!

Through your gifts of time and your financial support, we served a record number of older adults who needed our support and services now more than ever. Economic uncertainty, high unemployment, rising healthcare costs and declining retirement accounts hit our most vulnerable population the hardest.

Together we provided over **1.2 million meals** to frail older adults in Orange County! Through our **Senior Lunch program**, we served a record 10,230 participants a total of 335,853 nutritious lunches at 27 senior centers. These older adults enjoy the classes and social activities offered at their local senior center and stay for the lunch Community SeniorServ provides. For many of these participants it will be the only hot, nutritious meal they will enjoy with the company of others all day.

With your support, Community SeniorServ also delivered a record 841,726 meals to 1,906 homebound older adults this past year through our **Meals on Wheels program**. These clients are homebound and no longer able to get out and shop or cook for themselves. Clients at risk for malnutrition receive three meals a day, five days per week. For many of these people, the volunteers who deliver the meals are the only person they may see all week long. In addition to the meals, clients may receive case management services and in-home supportive services.

Our **Adult Day Services** continue to make a difference in the lives of older adults in need of daily supervision. The centers meet clients' needs by improving their mental and physical health through medical care and physical and occupational therapy. The centers also provide transportation, meals and social activities in a warm and loving environment, allowing families to feel comfortable that their loved one is well cared for during the day. Almost 140 clients are served daily at our three centers in the county.

We are deeply grateful to our selfless volunteers, generous donors and dedicated staff who continue to demonstrate their commitment to the vulnerable, older adults we serve. Together we are making a difference in the lives of older adults!

Sincerely,

Jose Velasco
Board President

Holly Hagler
CEO

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County, thanks to you –
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“Before Dad started attending the Adult Day Health Care Center he was very depressed and argumentative,” said Esperanza. “It was difficult for all of us.”



Jose - Anaheim

Adult Day Services

Sometimes all it takes are a few caring people to make the difference between a life lost and a life saved.

The life in question is that of 89-year-old Jose from Anaheim, a diabetic who has lost many of his toes to amputation as a result of diabetic neuropathy, and who suffered painful back injuries after falling. An active man in his younger years and father of ten children, Jose has endured bouts of depression and anger triggered by his inability to perform basic activities, such as walking, preparing food and even accessing the bathroom without help.

Jose’s life changed for the better when his daughter, Esperanza, enrolled him in our Anaheim Adult Day Health Care Center operated by Community SeniorServ. “Before Dad started attending the Adult Day Health Care Center, he was very depressed and argumentative,” said Esperanza. “It was difficult for all of us.”

At the center he discovered a caring staff that has helped him get a new lease on life. For the past three years, since he has been coming to the center, Jose’s health has improved markedly due to eating healthy dietician-planned meals and participating in a strength-building physical therapy program.

Judging from the broad grin that crosses his face, his outlook on life is much brighter. Instead of having the TV set as his only companion during the long hours his daughter and granddaughter are away from home, he now enjoys the company of many friends and participates in activities that help him stay involved. When interviewed recently, Jose asked, “Why is the center not open on Saturdays. I would love to come on Saturdays, too!”

Community SeniorServ also helped Jose obtain a grant from the Change a Life Foundation to cover the cost of modifying his bathroom. Now Jose is able to fit his wheelchair through the doorway and feels safer using his newly installed grab bars.

Jose is thankful for the center and all the friends he has made. One word of caution: Don’t play dominos with Jose unless you are prepared to lose. He’s the center’s reigning champion!

Meals on Wheels

Carolyn was hungry and lonely. She was 71 and living alone in Garden Grove. Homebound, recovering from knee replacement surgery, and unable to shop or cook for herself, she was in desperate need of help. She thought of the Meals on Wheels program that had helped her Mom years ago and called Community SeniorServ to see if she qualified. After receiving an assessment by a case manager, Carolyn was determined to be at risk for malnutrition and was immediately added to the program.

Carolyn is typical of the 1,100 older adults that Community SeniorServ supports with the Meals on Wheels program. In addition to the three meals a day, these at-risk older adults receive case management services and in-home supportive services as needed.

Like Carolyn, many of our Meals on Wheels participants live alone and are socially isolated. In addition to the food, these seniors also look forward to receiving a daily visit from a volunteer who delivers their meals. In Carolyn's case she has four different volunteers who rotate delivering her meals, including a retired Chief of Police.

Carolyn was matched with friendly visitor volunteer Yvonne, a college student who donates one of her most precious resources... time. Yvonne spends at least an hour a week with Carolyn, who recently shared, "You sent me a saint! I was really down in the dumps and Yvonne really lifted me up. Today, we played cards together. She is delightful... she is like my new granddaughter. Thank you so much for bringing her into my life!"

Thanks to her improved diet and the regular visits she receives, Carolyn's health and attitude have improved. She is recovering from her knee surgery and able to stay in her own home living independently.

"You sent me a saint! I was really down in the dumps and Yvonne really lifted me up. Today, we played cards together, she is delightful... she is like my new granddaughter. Thank you so much for bringing her into my life!"



We are thankful here at
Community SeniorServ
for the support of
our amazing team of
volunteers for helping us
to sustain and enhance
services vital to the well
being and independence
of our clients.

Volunteers: Feeding Bodies and Souls

It goes without saying that volunteers are vital to sustaining the quality and quantity of Community SeniorServ's programs and services. Without the support and generosity of over 650 caring individuals, many of Orange County's older adults would not be experiencing the quality of life they currently have today. While hundreds of volunteers feed needs by delivering nutritious meals to the homebound or serve at one of our senior center lunch programs, many more nourish souls by socializing with seniors at our Day Care Centers or offering regular visits to lonely homebound clients.

The gift of personal time is the most generous gift that can be given. Time is a precious commodity that volunteers give graciously, knowing that once spent, it is gone forever. It is something irreplaceable and impossible to earn back. Most volunteers feel the return on their investment is immeasurable. They just keep giving more.

CSS volunteers come in all shapes and sizes: Children enjoy decorating placemats and making special birthday cards to be delivered on that special day to a client. University interns and service learners engage in valuable learning experiences by assisting the elderly. Parents model the spirit of volunteerism by including their children when making deliveries to the homebound. Corporate employees spend their lunch hours serving lunch at a local center. Middle aged individuals living far away from aging parents join the Friendly Visitor program to give back locally. Retired people thankful for their own health, give back to others less fortunate. No matter their age or stage of life, each and every volunteer gives their personal touch to enhance the life of an older adult.

Most are familiar with the old adage "it takes a village to raise a child". It is also true that it takes a community to care for its elderly. We are thankful here at Community SeniorServ for the support of our amazing team of volunteers who help us to sustain and enhance services vital to the well being and independence of our clients.

Volunteers in Action



Barbara Uhlman helps serve lunch at the Cypress Senior Center



Denise Sharp is recognized for her dedicated volunteerism at the Anaheim Adult Day Health Care Center



Angelique Skourtas helps unload holiday gifts for homebound clients



Walter Elcock (second from left), Market President Executive, joins other B of A executives as they get ready to prepare lunch

Senior Lunch Program

Community SeniorServ provides nutritious lunches at 27 senior centers in Orange County. More than 1,300 older adults enjoy the lunches daily. These meals help alleviate poor nutrition among the elderly population, especially prevalent among those who live alone and on limited incomes.

Community SeniorServ partners with the following cities and centers to provide donation based, hot nutritious lunches for their senior citizens:

Anaheim

Anaheim Independencia Community Center
Brookhurst Community Center
Rancho La Paz Mobile Home Park

Brea

Brea Senior Citizen Center

Buena Park

Buena Park Senior Center

Costa Mesa

Costa Mesa Senior Center

Cypress

Cypress Senior Center

Fountain Valley

Fountain Valley Senior Center

Fullerton

Fullerton Senior Multiservice Center

Garden Grove

Acacia Adult Day Services
H. Louis Lake Senior Center

Huntington Beach

Michael E. Rodgers Senior Citizen Center

La Habra

La Habra Community Center

Los Alamitos

Los Alamitos Senior Center

Midway City

Midway Community Center

Orange

El Modena Community Center
Orange Senior Center

Placentia

Placentia Senior Center

Santa Ana

Santa Ana Senior Center
Southwest Community Center
Vietnamese Community Center

Seal Beach

North Seal Beach Senior Center

Stanton

Stanton Senior Center

Tustin

Tustin Area Senior Center

Westminster

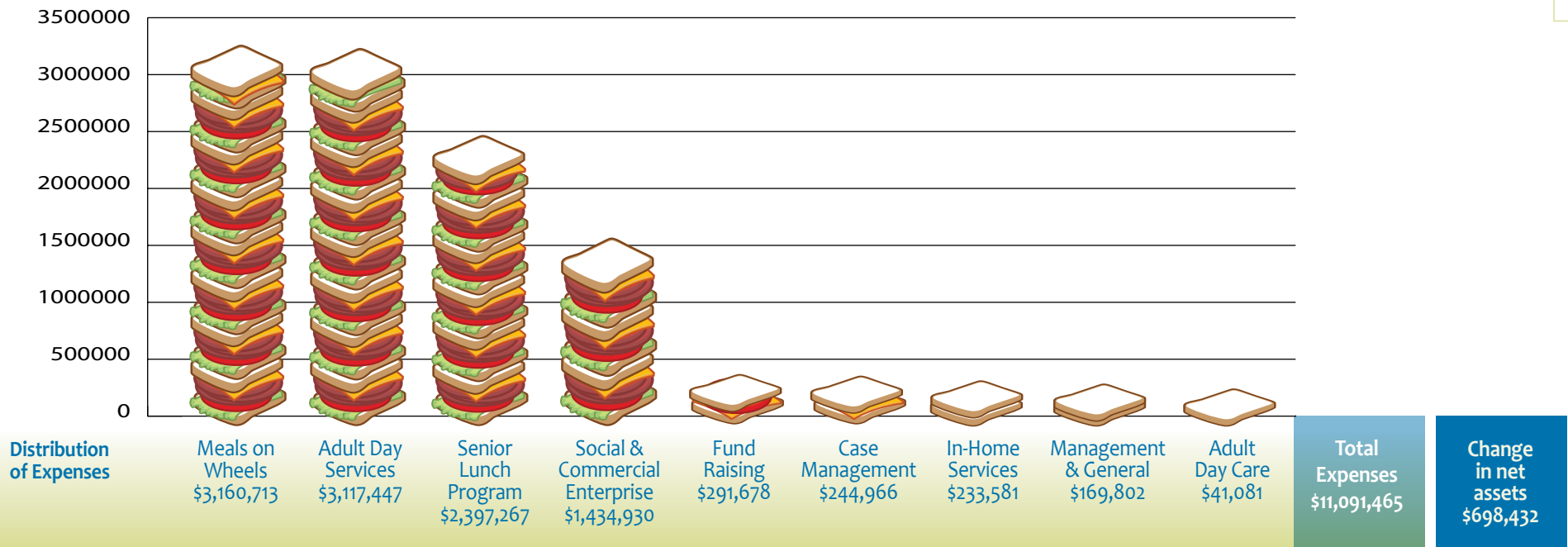
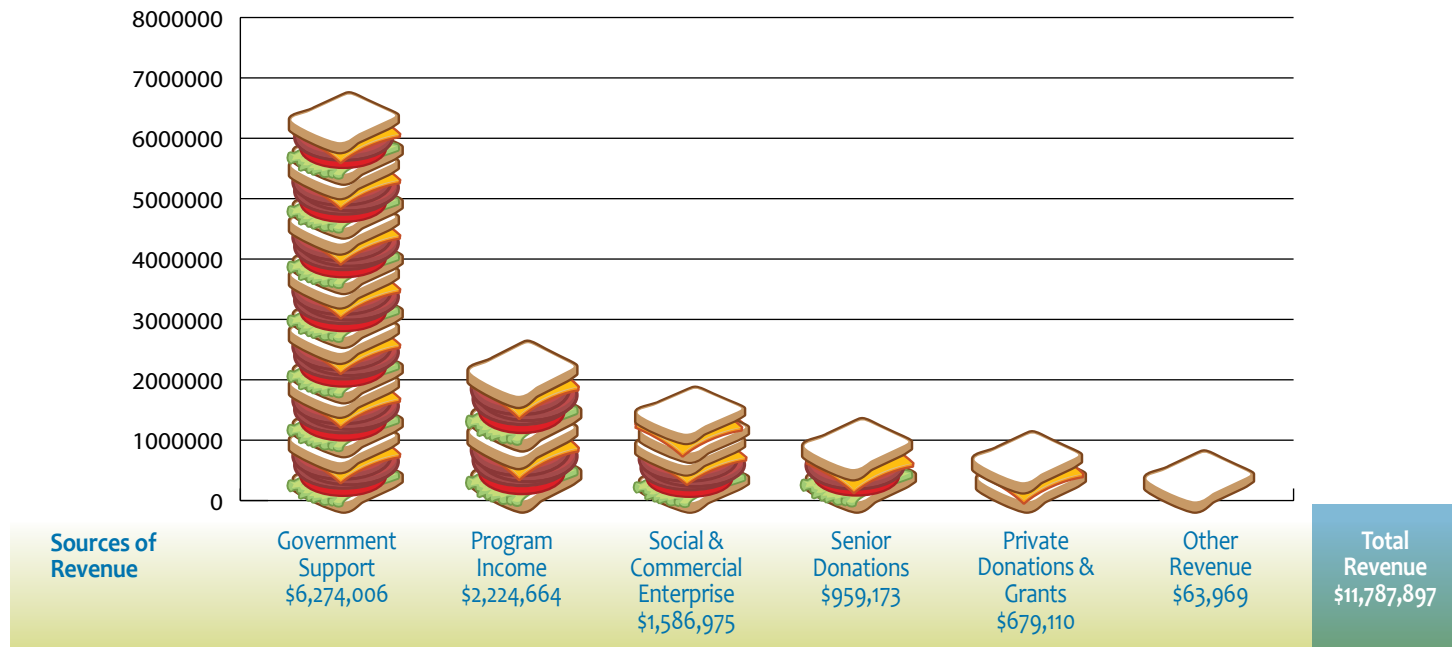
Abrazar, Inc.
Westminster Senior Center

Yorba Linda

Yorba Linda Community Center



2009-10 Financial Charts



Community SeniorServ salutes our generous donors!

Individual Donors (\$500 or more)

Mr. Gary Adams
Ms. Barbara Amend
Ms. Kathleen Avery
Mr. Michael Baldwin
Mr. Nicholas Begovich
Mr. & Mrs. Philip Beukema
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Mr. Richard Voltmer
Mr. & Mrs. Bob Way
Mr. Michael Zoitias
Mr. & Mrs. Earle Zucht

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AT&T
The Bank of America Charitable Foundation, Inc.
California Closets
The California Wellness Foundation
CalOptima
Change a Life Foundation
The Chapman Charitable Foundation
Chevron
City of Anaheim
City of Brea
City of Costa Mesa
City of Cypress
City of Fountain Valley
City of Garden Grove
City of Huntington Beach
City of La Habra
City of Santa Ana
City of Seal Beach
City of Tustin
City of Westminster
Combined Federal Campaign
County of Orange, Office on Aging
Crean Foundation
The Croul Family Foundation
Edward and Helen Shanbrom Family Fund
The Edwards Lifesciences Fund
Elite Associates
Employee Community Fund of Boeing California
Ernst & Young
The Fischer Group
IBM Employee Services
Hagler Financial Services, Inc.
Ingram Micro
Intel Volunteer Grant Program
Irvine Health Foundation
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Kitchen Professionals
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LALEY Educational Foundation
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Loretta Sanchez Holiday Fund
Meals on Wheels of Fullerton
Northrup Grumann ECHO Fund
Orange Coast Unitarian Universalist Church
Orange County United Way
Pacific Life Foundation
Palisades Tennis Club
PG Insurance Services INC
Public Health Institute
RKDM Enviro-Energy Services
Rockwell Collins Employee Fund
Scan Health Plan Foundation
Silverado Senior Living, Inc.
Skilled Healthcare, LLC
Sysco Food Services, Los Angeles
UPS
U.S. Foodservice
Vanguard Charitable Endowment Program
Weingart Foundation
West Coast Distribution
White, Nelson & Co. LLP

Community SeniorServ Board Officers

President	Jose Velasco	Attorney, Velasco & Associates
Vice President	Jon Hill, CPA	Market Lead Director, Jefferson Wells
Secretary	Marcia Willet	President, MW & Associates
Treasurer	James Evans	City Manager (retired)
Immediate Past President	Don Lewis	CFO, L’Koral Industries, Inc.

Board Members

Michael Baldwin	Principal, Kitchen Professionals
Dan Chambers	Attorney, Troutman Sanders, LLP
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Earle Zucht	Investment Manager, Edwards Productions, Inc.

Management Team

Holly Hagler	CEO
Phil Beukema	VP Development & Communications
Jack McElvein	VP Food Services & Sales
Steve Havens	Controller
Robin Clifford	Human Resources Director
Gio Corzo	Adult Day Services Director
Theresa Powell	Volunteer Director
Shannon Buhrmaster	Director of Sales & Marketing
Dustin Manhart	Home Services Director

Janeth Velazquez	Field Services Director
Edith Saluta	Accounting Manager
Chris Diminyatz	Program Director, Adult Day Health Care Center Anaheim
Pat Stewart	Program Manager, Adult Day Care Center in Buena Park
Jennifer Green	Registered Dietician
Charmaine O’Neill	Assistant Kitchen Operations Director
Jose Martinez	Senior Purchaser
Karen Oakes	Executive Assistant to the CEO

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Headquarters and Commercial Kitchen

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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

www.communityseniorserv.com

Community SeniorServ is dedicated to helping older adults in central and north Orange County maintain independence and well-being.

