



Helping maintain independence & well-being

2011 annual report



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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!



Dear Friends and Supporters:

We want to thank you – our volunteers, donors, staff and partner agencies – for your help and generous support this past year. Together we are helping to secure home, health and heart for older adults in Orange County!

With your help, we achieved another banner year, serving over 1.2 million meals to 12,000 older adults, including three meals a day, five days a week to more than 1,900 homebound seniors, and more than 340,724 hot lunches to 10,145 seniors in 27 senior centers.

In today's nonprofit world, however, it's no longer sufficient to report only on the number of persons served or meals delivered. We must assess outcomes by measuring the impact of our programs and evaluating how lives are changed.

To do just that, Community SeniorServ launched a groundbreaking “outcomes” survey to assess the impact of our Meals on Wheels and Case Management programs. The study included more than 1,200 frail, homebound senior citizens who received those services this past year. The research was independently designed and analyzed by DoctorS Nonprofit Consulting in Fullerton, California. The study revealed that homebound older adults receiving our Meals on Wheels and case management services:

- Accessed more supportive services that help them remain in their homes longer
- Had fewer hospitalizations and shorter hospital stays and gained or maintained weight - all important measures of health for frail elders
- Demonstrated an increased and sustained sense of well-being, an indicator of being “secure in heart”

Ninety percent of participants ranged from poverty level to low income. Further, eighty percent were age 70 or older, more than sixty percent were women, and nearly one-third were ethnic minorities.

We can all be proud of the significant difference we are making in the lives of frail older adults in Orange County. Our programs and services are helping our clients to 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 generous support!

Sincerely,

Jose Velasco
Board President

Holly Hagler
CEO



Helping keep families together and loved ones out of nursing homes for as long as possible.



Adult Day Services

What would you do if after a proud and independent lifetime, your aging parents or loved ones began losing their spunk, their spirit... their very identity? Countless seniors are facing the devastation of Alzheimer's and other dementia-related diseases – with an unimaginable impact on their families.

This is Congresswoman Loretta Sanchez's story...

"My dad provided his whole life for my mom and her seven kids. Then he retired and he thought it would be a fairly decent retirement. He had put away a little bit of money. And then along came some dementia and what turned out to be Alzheimer's. So instead of this retirement with his grandkids, he ended up wondering what was going to happen to him."

Loretta's dad ended up moving to her younger brother's house and living with him and his family. As the disease progressed, they realized they could not leave him at home alone during the day while they were at school and work. They were referred to Community SeniorServ's Adult Day Health Care Center in Santa Ana.

"This program allowed my dad to have more good days. We could talk. We could settle any differences we had. We could just enjoy each other as people because I knew at some point I would lose him."

We didn't want my dad to be put in a corner and be forgotten. We wanted him to interact with other people, be stimulated, and stay physically fit. The adult health care center was wonderful! It allowed us to have him for an even longer time before Alzheimer's would cause him to completely forget about us. It really stretched out the time for us to have a meaningful relationship with our dad."

Our Adult Day Health Care Centers help keep families together and keeps loved ones out of nursing homes for as long as possible. As Congresswoman Sanchez shared, this time together is precious and irreplaceable.

Meals on Wheels - Emma's Story

Emma spent her youthful years as a single parent, working several jobs in order to provide food and shelter for her children. She worked 20 years harvesting fruits and vegetables and selling jewelry and gorditas (tortilla pockets). When she had time, she enjoyed socializing and singing in front of large crowds.

Emma's life changed drastically when her health began to deteriorate. As she worsened, she could no longer work, became dependent on others, and lost her sense of independence. Her family felt helpless because they were unable to shelter or financially assist their mother. They were uncertain about Emma's health and her future. Emma never imagined her life taking such a turn. She was losing hope.

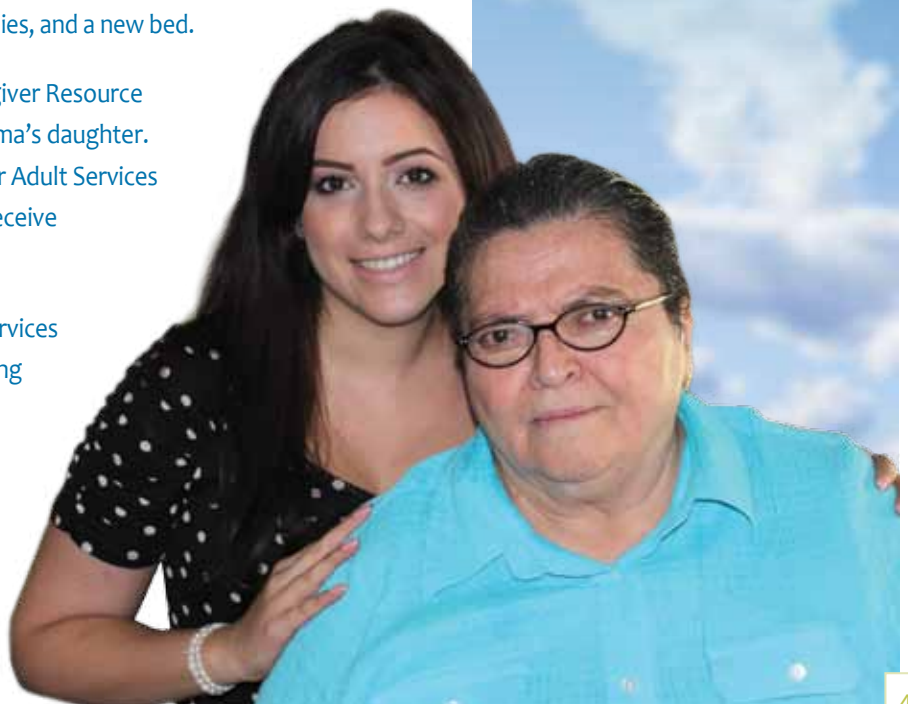
Then in 2005, Emma sought assistance from Community SeniorServ. At that time, she suffered from numerous severe health conditions as well as frequent bouts of depression. She experienced difficulty walking unassisted and was in constant pain, feeling numbness and burning sensations throughout her legs and feet. Emma often felt isolated from society as her health did not permit her to engage in outdoor activities. She spent most of her time seated with her feet elevated to avoid severe pain and required assistance with all of her daily activities.

Since 2005, Community SeniorServ has continued to provide home delivered meals and case management services. Through the case management program, Emma has received a range of services and referrals including transportation vouchers, homemaking, and assistive devices such as an electric scooter. The scooter has allowed Emma to go out and regain her social life; she no longer feels isolated in her home. She has also received other items such as a microwave, small refrigerator, hygiene supplies, and a new bed.

Referrals have been submitted to the Caregiver Resource Center to provide care giving respite to Emma's daughter. Referrals have also been submitted to Older Adult Services to treat Emma's depression and OASIS to receive housing assistance.

Emma and her family are grateful for the services CSS has provided. Emma sums it up by saying "Thanks to all the services and assistance that I've received, my life has been stable and I no longer fear for my life because I know people care about me and will help me when I'm ready to give up."

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Emma and her case manager Lizbeth

Corporations Find Nourishment in Volunteering

Community SeniorServ and participants in the Congregate Lunch program have enjoyed the benefit of volunteers from local corporations serving it up at local senior centers and participating in the “Grant a Wish for a Senior” Holiday Gift Campaign.

Exercises in team building is common in corporate management. It is not uncommon for organizations to designate at least one day, or sometimes one week a year towards building comradery among their employees through an organized activity. The days of expensive coaching seminars and/or team building ropes courses and paintball games is being replaced by social responsibility team building through group volunteer activities.

Target, ADP, and UPS were among the organizations that helped serve lunch at local senior centers this past year. They also enjoyed socializing and dancing to the tunes of Golden Oldies with their new senior friends.

More than 15 groups and organizations brought holiday cheer to over 1,300 homebound seniors by supporting the Grant a Wish for a Senior Holiday Gift program. Top contributors included Cisco Systems, Bank of America, UPS, Anaheim United Methodist Church, Orange County Register, United Way, Ingram Micro , Senior Help Alliance, Visiting Angels, Slacktax, Ellen and Friends, and Cindy and Friends.

If your company or group would like more information on short or long term volunteer projects, please contact Theresa Powell, Director Volunteer Services, at (714) 229-3349 or tpowell@communityseniorserv.com.



A volunteer from ADP demonstrates "service with a smile."



Holiday gift donor Tootie Yee inspired employees of Balboa Insurance to provide for senior wishes.



Mindy Wong of Cisco Systems accepts volunteer award from Theresa Powell, CSS Director of Volunteer Services.

A Target volunteer shares a happy moment at the Fullerton Senior Center.



She made many friends and often would say, “This is my family and my life. I wouldn’t be here without them.”

Senior Lunch Program



Meet Pauline. She was a “princess” and her husband loved taking care of her. He was her partner, bread winner, chauffeur and cook. When Pauline’s husband suddenly passed away, she was deeply depressed. She didn’t drive, had never paid a bill or cooked. She stayed at home every day and was extremely lonely and worried about her future.

A neighbor, who knew she was depressed, insisted that Pauline join her for lunch at the Westminster Senior Center. From the first day

there, she loved it! She was welcomed into a community of other seniors and quickly became a “regular.” She rode the bus to the Senior Center and spent her day welcoming others, helping with Community SeniorServ’s lunch program by handing out milk, wrapping utensils, setting up tables and decorating for the holiday parties. She came to the senior center every day to volunteer, share lunch and companionship. She made many friends and often would say, “This is my family and my life. I wouldn’t be here without them.”

Pauline’s story is not unique, as more than 1,400 older adults enjoy the nutritious lunches provided by Community SeniorServ at 27 senior centers in Orange County. Just like Pauline experienced, the program is much more than just a meal. The camaraderie and social interaction can mean as much, if not more, than the meal itself.

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

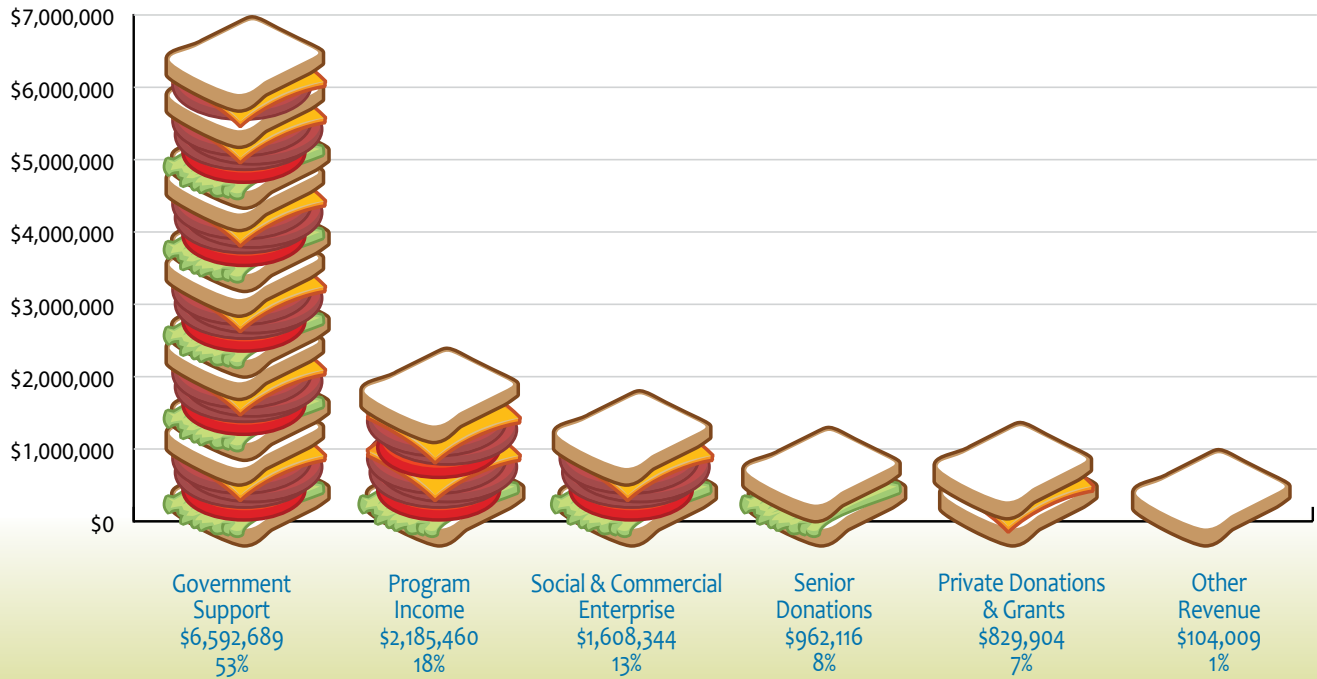
Abrazar, Inc.
Westminster Senior Center

Yorba Linda

Yorba Linda Community Center

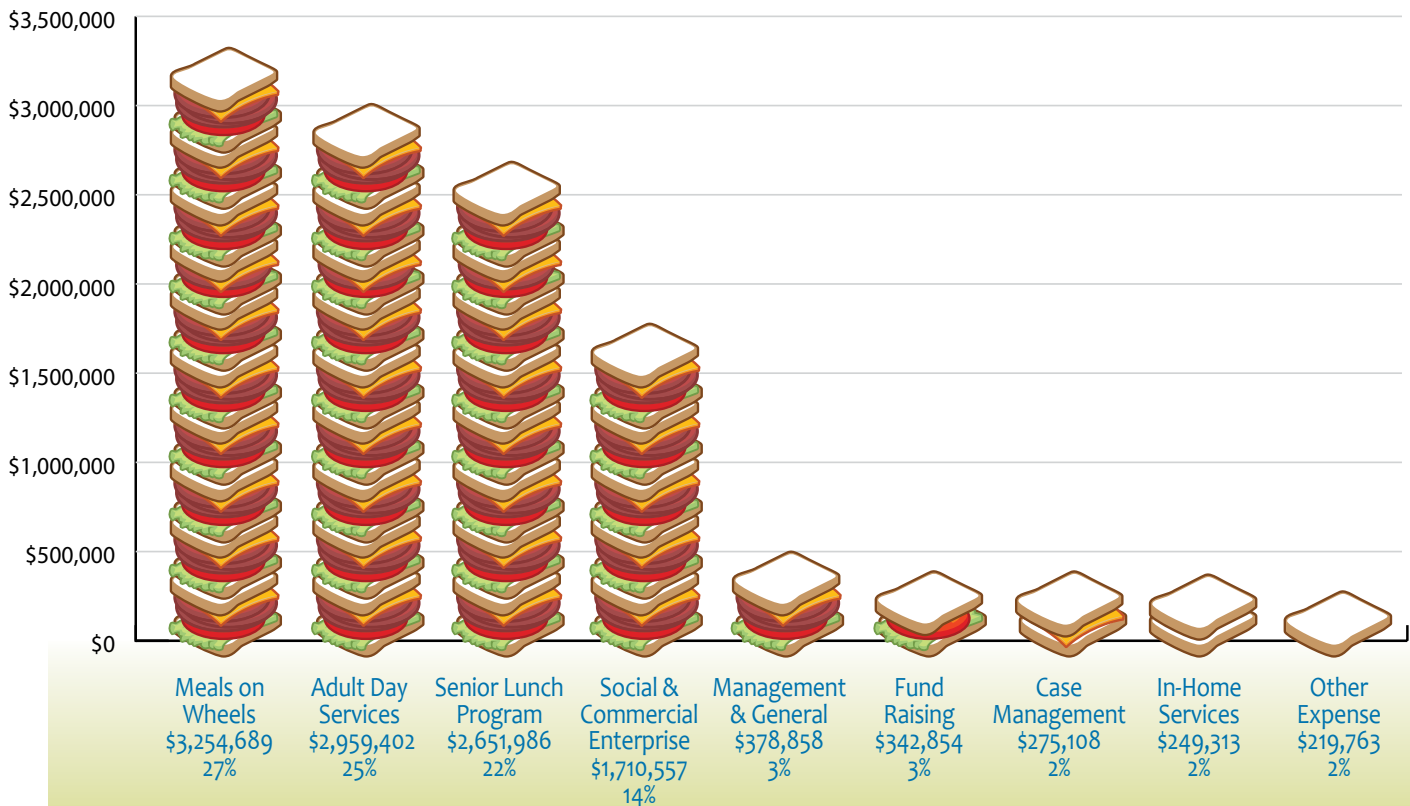
2010-11 Financial Charts

Sources of Revenue



Total Revenue - \$11,787,897

Distribution of Expenses



Total Expenses - \$12,042,530

Change in net assets - \$698,432

Community SeniorServ salutes our generous donors!

Individual Donors (\$500 or more)

Abdalla, Michael Dr.	Letner, Danny
Adams, Gary	Lewis, Don
Amend, Barbara	Lotti, Ann
Baldwin, Michael	Maciel, Alicia
Ball, Webb	Mahdavi, Reza
Begovich, Nicholas	Mayfield, Mary
Beukema, Phil	McCrumb, William
Beutler, Mabel	McDermott, Nadyne
Bissonette, Matt	McDermott, Rodney
Border, Laura	McDermott, Samantha
Christopher, Mary	McElvein, Jack
Cornwell, Dan	Micheals, Christopher
Costello, Maureen	Mohr, William
Coyle, Thomas	Morgan, Jackie
Daucher, Lynn	Mullally, Brian
Detrinidad, Fernando	Myers, Isidore
Dibble, Ronald S.	Norberg, Jack
Doyle, Patricia	Palkovic, Kathleen
Duffy, Judy & Bill	Peck, Shane
Dziedzic, Linda	Purdy, Florence
El Basri, Jilali	Rammelsberg, Karen
Evans, Jim & Pat	Rapp, Roland
Evron, Paula	Rapport, Jerry
Farrell, Gene	Rico, Janis
Firestone, Dennis	Rizzone, Nell
Frommeyer, Mary	Roberts, Barbara
Gallagher, Micheal	Roberts, Mark
Ghose, Dev	Roberts, Warren
Griffithe, Tom	Ronayne, Patrick
Gronwall, Kae	Rudat, David
Hagler, Joe & Holly	Samuels, Bertha
Havens, Steve	Schaus, John
Heath, Jack	Seigel, Leslie & Scott
Heidt, Gerald	Seigred, Erika
Herron, Greg	Simpson, Maria
Hill, Janeen	Spence, Virginia
Hogan, Stephen	Stovall, Jim & Bobbie
Hudler, Rex	Su, Mary
Hui, Ammie	Tatar, Margaret
Hussaini, Najiba	Tiegen, Leilani
Imhof, Hans	Tirabasso, Greg
Jackson, Douglas	Tucker, James
Jackson, Gordon K.	Vasil, Vincent
Jackson, Jeanne	Velasco, Jose
Kiser, Carol	Wade, Virginia
Kissinger, Opal	Wallace, Judy
Koehnke, Sandra	Way, Bob & Madge
Kooiman, Mary	White, Alan
Lehrich, Glenn	Zielski, Carol
Leighty, Tim	Zoitas, Michael
Leininger, Cheryl	Zucht, Earle

Corporations, Foundations & Organizations

Allergan Foundation	George Hoag Family Foundation
AT&T	Green Family Trust
Bank of America Charitable Foundation	Hagler Financial Services
Barney & Barney	Intel Volunteer Grant
Barrett Jackson	Kaiser Foundation Health Plan
CalOptima	Kaiser Permanente
Casa Major, Inc.	Kitchen Professionals
Change a Life Foundation	LALEY Educational Foundation
Chevron Employees	Meals on Wheels Association of America
City National Bank	MedAssets
City of Anaheim	Northrup Grumann ECHO Fund
City of Brea	Orange County Community Foundation
City of Costa Mesa	Orange County's United Way
City of Cypress	Palisades Tennis Club
City of Fountain Valley	PG Insurance Services, Inc.
City of Garden Grove	Pimco Foundation
City of Huntington Beach	SCAN Health Plan Foundation
City of La Habra	Silverado Senior Living
City of Santa Ana	Skilled Healthcare, LLC
City of Seal Beach	Stellar Solutions Foundation
City of Tustin	Sunwest Bank
City of Westminster	Sysco Food Services, Los Angeles
Crean Foundation	The California Wellness Foundation
Croul Family Foundation	The Dhont Family Foundation
Edward and Helen Shanbrom Family Fund	Twintel Solutions
Edwards Lifesciences Foundation	UPS
Elite	U.S. Foodservice
Employee Community Fund of Boeing California	Wal-Mart Foundation
Enterprise Foundation	Weingart Foundation
Ernst & Young	Wells Fargo Foundation
First Republic Bank	White, Nelson & Co. LLP
Fountain Valley Community Foundation	

Community SeniorServ Board of Directors

President	Jose Velasco	Attorney, Velasco & Associates
Vice President	Jon Hill, CPA	Director, Experis Manpower Group
Secretary	Marcia Willet	President, MW & Associates
Treasurer	James Evans	City Manager (retired)
Immediate Past President	Don Lewis	CFO, Jaya, LLC.

Board Members

Michael Baldwin	Principal, Kitchen Professionals	David Rudat	Special Advisor, Management Partners, Inc.
Dan Chambers	Attorney, Troutman Sanders, LLP	Larry Schultz	Partner, Hein & Associates
David Copley	Partner, Ernst & Young	Bob Way	Realtor, First Team Real Estate
Lynn Daucher	Past Director, California Department of Aging	Alan White	Attorney, Law Offices of Alan I. White
Dev Ghose	Executive Vice President, Skilled Healthcare	Earle Zucht	Sales & Marketing, SAP
Tom Griffithe	Owner, Graphic Design Service		
Abdi Lajevardi	CEO, Pro Education Group		
Alicia Maciel	Director Strategic Planning, Think Together		
Reza Mahdavi	Private Banking, First Republic Bank		

Management Team

Holly Hagler	CEO	Robin Clifford	Director of Human Resources
Phil Beukema	VP Development & Communications	Dustin Manhart	Director of Home Services
Gio Corzo	VP Home & Care Services	Theresa Powell	Director of Volunteer Services
Jack McElvein	VP Food Services & Sales	Janeth Velazquez	Director of Field Services
Jane Roth	VP Finance & Controller	Karen Oakes	Executive Assistant to the CEO
Shannon Buhmaster	Director of Outreach & Marketing		





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

