



ANNUAL IMPACT REPORT 2018-2019

A caring staff and dedicated Board Of Directors are committed to moving ElderHelp forward.

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*With thanks for service to
these former board members:
Kurt Buske and Jamie Velez*



OUR MISSION

ElderHelp provides personalized services and information that help seniors live independently and age with dignity in their own homes.

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A Message From Our Board Of Directors

As we enter a new decade, we are keenly aware of the challenges facing 453,952 older adults in San Diego. Skyrocketing rents require at least \$970 of supplemental income beyond average monthly Social Security benefits. Falls in the home are the leading cause of death due to injury in those over 65 years old. Isolation and loneliness intensify chronic physical and emotional conditions.

But ElderHelp's commitment to seniors remains steadfast. Our work together provides essential services while promoting independence and dignity for those we serve.

Our programs and services reduce hospitalizations and falls, alleviate financial stress, improve health and well-being, and foster companionship, reducing loneliness and depression. We invite you to read more and thank you for joining us to build a stronger community for all.

With much appreciation,

Nikki Ostrem
Board President

Deborah Martin
CEO/Executive Director

Volunteers are the **Heart** of our Mission



15,150
VOLUNTEER HOURS

Connecting seniors with trained and vetted volunteers builds a stronger community for all.



6,477
SENIORS AND
FAMILIES SERVED

Providing vital services that improve the lives of older adults, ElderHelp is a lifeline for those in need of support.

In our 45 year history, ElderHelp has provided assistance to over 235,000 seniors and their families.

"We've been matched for nine years. Spending time with people who make you happy is a sweet way to go through life."

Celebrating Chris Rowan

"You walk away knowing you've touched the heart of another human being." reflects Chris Rowan. "There's no better feeling in the world."



For his dedication and service, Chris was recognized as our 2019 Volunteer of the Year.

A volunteer with ElderHelp's Home Safety Team and aptly nicknamed the "Father of Holiday Angels," Chris exudes the compassion and sincerity we see from many of our volunteers.

Chris discovered ElderHelp back in 2003 while seeking a worthwhile charity for his employer, UPS, to support during the holidays. Not only did Chris champion ElderHelp's mission, he's helped to grow Holiday Angels from 30 deliveries to more than 300 cherished holiday visits and gifts to local seniors each year. But that's just a small part of Chris's volunteer commitment. Throughout the year, Chris is busy installing safety bars and railings, helping to fix a broken doorbell or taking the time with a senior to assess the home for safety hazards.



As a grocery shopper, driver, and friendly visitor, Hilary has dedicated over 35 years of service to ElderHelp and local seniors.

CARE COORDINATION

Through our Care Coordination Program, seniors receive personalized case management, comprehensive needs assessments, and care planning. We connect them to volunteers and resources for in-home assistance. With only 2% of our caseload moving into long-term care, we help seniors live in their homes longer.

500 seniors per month received coordinated services, providing over **22,000 unique instances of care**. Our seniors enter long-term care facilities 5 years later than the average senior, saving each senior up to \$512,825.

SENIORS A GO GO

Seniors A Go Go provides door-through-door transportation for medical and non-medical appointments. Ride requests are at an all-time high, and ElderHelp's volunteers are answering the call. With over half of our rides devoted to medically related appointments, we prioritize healthcare needs and reduce the likelihood of hospitalization.

9,411 rides helped seniors keep doctor's appointments, travel to exercise classes, and stay connected to friends and family.

HOMESHARE

A unique roommate matching service, HomeShare provides advice and resources for those in need of affordable housing. HomeShare clients enjoy safe, affordable living arrangements, supported by ElderHelp's oversight.

100 seniors were matched with stable living environments, averaging **60% longer stays** than other programs and at **50% less rent** than the market rate. We provided **2,000 housing consultations**.

INFORMATION & REFERRAL

We're not just answering questions. We're listening to the individual needs of each caller and providing trusted resources and guidance—addressing concerns and offering solutions to challenges faced by older adults and their families.

3,412 community members were directed to trusted resources to meet their unique needs.

FAMILY CAREGIVER SUPPORT/ OUTREACH

Through online learning and onsite education, ElderHelp meets the needs of employed family caregivers when and where they need support. Partnering with local corporations and groups, we attend health fairs, conduct workshops, and provide tools to connect caregivers with respite, advocacy, and care coordination resources.

500 outreach activities educated **3,882 community members** about ElderHelp's services and opportunities to support.

VOLUNTEERS

Our volunteers are the heart of our organization. As "eyes and ears" in the homes of our seniors, they are advocates, advisors, and trusted friends—carefully monitoring the health and well-being of our aging community. Their genuine care and compassion empowers seniors to remain independent and age with dignity.

400 volunteers were vetted and trained, providing **15,150 hours** of service, which equates to 7 years of fulltime work and a value of \$440,700 in the public sector.

81¢

of every dollar goes directly to service delivery for seniors



\$1 MILLION

from grants, events, and donors like you

30 YEARS of Dedication

Yale and Judy Combs

For over 30 years, the names Yale and Judy have been synonymous with ElderHelp. "I see the mission as an urgent need," cites Judy, "that's why we stay so involved."

Growing up as an only child, Judy was inspired by the older adults in her life. "I've always had a great appreciation for seniors. They offer a lot of wisdom and a great perspective—something you don't always have when you're younger."

Yale shares Judy's passion and is actively involved as a Seniors A Go Go volunteer. "It feels good to drive people where they need to go. It's a chance to talk and a chance to learn something new. That's important for all of us."



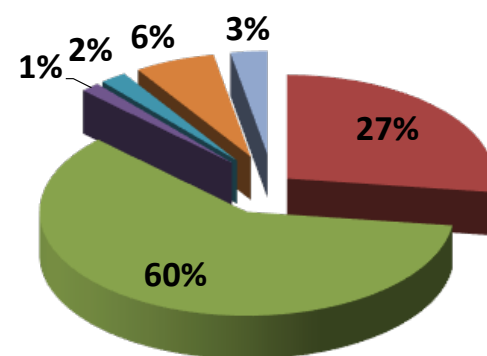
"Seniors deserve to be able to stay in their homes, to be independent, and to stay safe. We see ElderHelp as a way to make that happen."

-Judy Combs

REVENUE

	FY19	FY18
Government Grants & Contracts	331,776	353,383
Contributions	736,762	746,149
Contributions, In-Kind GAAP	18,298	19,751
Program Service Fees	25,469	28,052
Special Events, Net	77,093	54,552
Investment Income, Net	35,256	46,764
Other Income	3,000	283,209 *
Total Income	1,227,654	1,531,860
Contributions, In-Kind Other	423,000	401,000

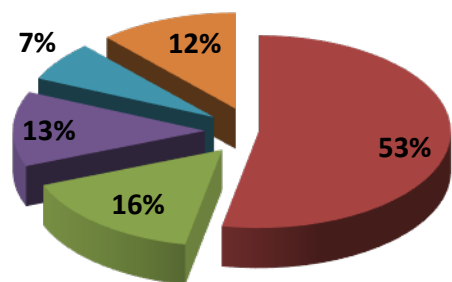
*Cy pres award



ElderHelp's Fiscal Year Runs July 1 – June 30

EXPENSES

	FY19	FY18
Care Coordination	729,395	703,918
HomeShare	219,256	216,023
Seniors A Go Go Transportation	172,743	161,753
Administration	91,755	94,948
Fundraising	161,119	162,057
Total Expense	1,374,268	1,338,699
Net Income	-146,614	193,161



Trina Abbott
Crystal Abraham
Yvonne Aguilar
Thomas Alexander
Gheety Allahi
Sherri Allen-Saunders
Gloria Alvarez
Brian Amstadter
Elizabeth Amstadter
Andrew Andow
Pam Arff
Kurt Askew
Glenda Avance
Brittany Bachmann
Jennifer Baker
Suzanne Bard
Ana Barroso
Alexis Barry
Su Barry
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Marie Chelette
Carolyn Chuhna

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Crysta Clifford
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Carmen Coverdale
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Michael Davis
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Kathryn Gorman
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Carm Greco
Charlie Gunderson
Dave Gwin
Marcia Gwin
Shirin Hafezi
Chris Haiker
James Halverson
Debra Hanig
Deborah Haon
Patricia Harding
Brian Harrison
Hilary Harrison
Emily Hart

Kyle Hilmar
Lois Hodik
Christopher Holguin
Katy Holt
Iris Hueso
Pamela Humes
Catherine Ingrassia
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Natasha Jacobs
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Linda Jamieson
Arlene Jarvis
Rebeca Jimenez
Stephanie Johnson
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Michele Kinkade
Mary Esther Kitaen
Terry Kitaen
Kimberly Kramer
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Bianca Libbon-Lee
EJ Lim
Crystal Little
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Tiffany Loiurio
Leanna Long
Jerrod Lottinger
Lisa Lovern
Laura Lowe
Michael Lockett
Andrew Macdonald
Melissa Main
Peggy Makie
Hannah Maness (Logan)
Stacy Manning
Scott Markus
Jules Martindale
Arnold Martinez
Travis Martinez
Carla Mathison
Linda Mattern
Karen Mayugba
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Christopher "Max" McClain
Adrianna McCollum
Shawn McConkey
Andrew McCulloch
Bill McGarr
Christine M McGill
Gene McMahon
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Larry McNamara
Samantha Meaney

Stella Medina
Mary Meier
Alison Meltzer-Winslow
Sarah Menke
Al Merker
Angie Merker
Alison Miceli
Lisa Miller
Erin Milligan
Christina Mirsky
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Caitlyn Morant
Richard Morgan
Katie Moulder
Claire Murphy
Sidney Navales
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Michele O'Malia
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Richard Owen
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Kathleen Polley
Donna Poole
Adrienne Prezzano
Nancy Pritchett
Frank Pucharski
Casey Quinlan
Joud Ramadan
Scott Randall
Tim Ray
Joshua Ready
Jennifer Reardon
Zandra Rempola
Julio Reyes
Kadek "KK" Rich

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Carly Richie
Robert Roberto
Charlene Roberts
Gary Rockwell
Persephonie Rodriguez
Chris Rowan
Deborah Rowan
Bruce Rowe
Lauren Rowe
Rachel Roybal
Elizabeth (Beth) Rube
Diane Ruesch
Cristina Ruffo
Mike Russell
Dawn Saad
George Sadat
Johanna Saretzki
Andrea Savage
Kimberley Schmidt
Diane Schwartz
Amanda Sealover
Jens Sedemund
Jasmine Sekhon
Sharon Sengphanith
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John Shemwell
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Alexander Stavropoulos
Kerrie-Ann Stidum
Rod Streeper
Michael Strong
Donna Stubbs
Stephanie Stubbs
Patrick Sullivan
Sheng Sun

Kimberly Swierenga
Karen Swift
Stephan Szecsenyi
Janet Taipale
Catherine Talley
Simon Tattersall
Dick Taylor
Judy Lynn Taylor
Grace Tchuemegni
(Huguette)
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Judith Wenker
Roberta Westdal
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Chelsea White
Frederick Will
Cheryl Williams
McKenna Williams
Kerry Wilson
Jim Wong
Cindy Woo
James Woodruff
Belen Ybarrondo
Don Zatyko
Christine Zhu
Farid Zine



Our Home Safety team takes time with each client to carefully place safety bars where they will be most useful.

Patricia Hartogs
Jill Harvey
Jill Hasselquist
Chelsie Hata
Bernadette Heavey
Marsha Hickey
Samuel High
Cindi Hill
Jamie Hill

Karen Jorgenson
Whitney Joseph
Jim Kalb
Daniel Kalenov
Michelle Kalenov
Zlata Karas
Marcia Katz
Catherine Keaney
Megan Keever

We are grateful for the generous support of our community partners

Sustaining Partners in Caring

\$75,000+

- California Department of Transportation
- San Diego Housing Commission

\$50,000 - \$74,999

- Busking Family Charity Fund
- May & Stanley Smith Charitable Trust
- S. Mark Taper Foundation
- Southwestern Yacht Club

\$25,000 - \$49,999

- Alliance Healthcare Foundation
- Grossmont Healthcare District
- Estate of Peggy H. Matthews
- The Kasperick Foundation

Premier Partners in Caring

\$10,000 - \$24,999

- City of Carlsbad
- City of Poway
- County of San Diego
- David C. Copley Foundation
- Ellen Browning Scripps Foundation
- Eugene & Joan Foster Fund at the San Diego Foundation
- Farrell Family Foundation
- Charles A. Frueauff Foundation Inc
- Connie Golden
- Info Line of San Diego County
- Richard B. Siegel Foundation
- Samuel and Katherine French Fund
- Southern Caregiver Resource Center

- The Auen Foundation
- The Su Barry Foundation
- Walter J. and Betty C. Zable Foundation

- Women Give San Diego

\$3,600 - \$9,999

- AT&T
- Yale & Judy Combs
- Nicole & Blake Darling
- John Davis
- Nancy Dix Trust
- Dr. Seuss Foundation
- Finance of America Cares
- Multicultural Health Foundation
- Nordson Corporation Foundation
- Gerald & Christa Reynolds
- San Diego Association of Governments
- SDG&E-Sempra Energy Utility
- Place Tegland
- The City of San Diego
- The Elwyn Heller Foundation of San Diego
- The Rancho Bernardo Community Foundation
- The Thursday Club
- Carole & Jerry Turk
- Wells Fargo Foundation
- Judith Wenker
- Estate of Jocelyn Wight

Partners in Caring

\$1,000 - \$3,599

- A Better Solution in Home Care
- Anonymous Fund at the San Diego Foundation
- Bank of America Charitable Foundation
- Layne Beaubien
- Sandra Berry

- Rebecca Byrom
- Chevron Humankind Matching Gift Program
- City of Santee
- CompuOne Corporation
- F.V. Tex Cornwell
- Clara Marie Daniel
- Duckett-Wilson Development
- Ann Parode Dynes
- East County Senior Service Providers
- Bill Eiffert & Leslie Hodge
- Erik Steven Baumgartner Memorial Fund at San Diego Foundation
- Richard & Mary Evert
- Barbara Fryer
- Gay and Lesbian Fund for San Diego
- Gensler Architects
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- North Park Lions Club
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- Sandra & Bill Peavey
- Pestotnik LLP
- Poinsettia Park LLC
- Pratt Memorial Fund
- Premiere Fiduciaries
- Qualcomm Foundation
- Qualcomm Matching Grant Program
- Seth Reimers
- Robbins Geller Rudman & Dowd
- Allison Rossett
- Samuel I. and John Henry Fox Foundation

- San Diego Marine Exchange
- Neal & Margaret Schmale
- Sycuan Resort & Casino
- Paula Tallal
- The Home Instead Senior Care Foundation
- The Mirandon Foundation for Hope, Inc.
- Thrivent Financial
- Richard Tiefenbach
- Sharon Turner
- Roberta Westdal
- Windward Life Care
- Russell & Ali Winslow
- Mary Wirges

\$300 - \$999

- Aptus
- ASEG, Inc.
- Toni Atkins
- Blanchard for Others
- Bodhi Tree Concerts
- Linda Bonomo
- Barbara Brown
- Yuko Burkett
- Kurt Buske
- Candice Caufield
- Dave Claspill
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- Patricia Contreras
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- Kathleen Dye
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- Eric Ehrenfeld
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- Brendan & Bethany Farrelly
- Terry Filippi
- Fleming's Prime Steakhouse & Wine Bar
- Reginald & Linda Frank
- Fraternal Spiritualist Church
- Vicki Friedman
- Dave Gilboa
- Give With Liberty
- Patricia Hansen
- Brian & Hilary Harrison
- Sherran Heitmann

- Helen Hodges
- Hughes & Pizzuto, APC
- International Order of the Blue Gavel Auxiliary
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- Michele Laden
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- Crystal and Drake Little
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- Thomas and Carol Mundell
- Mimi & Michael Murray
- Denise Nelesen
- Deborah Neuman
- Nonprofits Insurance Alliance of California
- Mary Noor
- Tina Nova
- Isabel Ortega
- Donald Powell
- Pure Indoor Cycling
- Ray Frey Auto Center, Inc.
- Edda Rottscheidt
- Saad Family Charitable Fund
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- Sam Stelitello
- Geoffrey Swortwood
- Tierrasanta Lutheran Church
- William Van Ert
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- Alex & Jamie Velez
- Lynn Velez
- Stafford & Sandra Walker
- Thomas & Susan Wiczynski
- Ralph Wilcoxon
- Elizabeth Winant
- William & Laura Winslow
- Stacey Ziegler

ElderHelp Legacy Partners

We recognize our Legacy Partners—individuals, couples, and families who have remembered ElderHelp in their estate plans. This dedicated group of people have made the commitment to support ElderHelp perpetually. The foresight of our Legacy Partners secures ElderHelp's services for future generations of seniors and their families.

- Lucille Alari*
- Mary T. Anderson*
- Elizabeth Arnold*
- Natalie Blackburn*
- Marjorie Cheek*
- Anne Clifford & John Silcox
- Yale & Judy Combs
- Maida Cooper*
- F.V. Tex Cornwell
- Ina Daugherty*
- Nancy Dix*
- Lu Anne Evenson
- Hazel Hall*
- Cynthia Hansen*
- Cindi Hill
- Peggy Majomut*
- Catherine Jattros Miller*
- Mimi & Mike Murray
- Hilda L. Seyboth*
- Walter Seymour*
- Miriam Stevens*
- Samuel Trozzo*
- Sharon Turner
- Judith Wenker
- Anonymous (2)

*deceased

We are grateful for the generous support of our community partners

\$1 - \$299

Katherine Alameda
 Curlette Alexander
 Thomas Alexander
 Amazon Smile
 John Silcox & Anne Clifford
 Aperte Capital North
 Anne Ash
 Patricia Atkins
 Rose Bacinski
 Ingrid Baisch
 Bill Balderaz
 Elaine Balok
 Michelle Barrett
 Teresa & Don Barth
 Jennifer Barton
 Anne Basile
 Frieda Bauch
 Andrea Bauer
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We are grateful for support from The Rancho Bernardo Community Foundation.

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 Judith Killpack
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 Shawn McConkey
 Patrick McDonough
 Joseph McQuaide
 Valerie Mellow
 Kent Michitsch
 Philippos Mikelatos



Volunteers and guests enjoyed a night at the Petco Park, thanks to our friends at Mission Federal Credit Union.

\$1 - \$299 (cont.)

Patricia Renfro
 Kim Rentschler & Robbin McMaster
 Charles & Deborah Richards
 Douglas Riddle
 Dan Riedler
 Clint Roberts
 Frank Rocha
 Milton & Dorothy Roll
 Joan Rompesky
 Chris & Debbie Rowan
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 Leo & Frances Sciuto
 Jeanne Selis
 Senior Move Masters
 Susan Sexton
 Gary Shanafelt
 Shari Dawson & Robert Shearer
 Nancy Shields
 A. Simon
 Ken & Susan Slaght

Alice Smith
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 Samuel Soloman
 Susan Speed
 Vicki Steburg
 Denise Stevens
 Frank & Denise Stich
 Kerrie-Ann Stidum
 Natalie Stone
 Ron Stone & Faith Maybury
 William & Karin Strickland
 Michael Strong
 John & Carol Stroud
 Thomas Stuebe
 Glen & Jeanette Sturdevant
 Sean & Lisa Swearingen
 Nancy Taft Fletcher
 Janet Taipale
 Dawn Talbot
 Judy Taylor
 Valerie Tehan
 Eloise F. Thomas
 Jack & Susan Thorpe
 Ivan Toland
 David & Debra Torres
 Travelers Aid Society of San Diego
 Trinity Clippers, Trinity Presbyterian Church
 Gordon Turl

University Mechanical & Engineering Contractors
 Salman Usman
 Maria Valdivia
 Martin Valles
 Catherine Van Aken
 Nora Varner & Francis Slater
 Pam Vik
 Jake Villeneuve
 Jessica Voigt
 Vons - Kensington
 Claudette Vroman
 Barbara Wagner
 Wagner & Co
 Julia Walden
 G. Jay Walker
 Sandra Walton Rugg
 Carol Waltz
 Elizabeth Ward
 Shanika Webb
 Chris Weber
 A. Bernard Weinberg
 Jennifer Weissmuller
 Jason Weisz
 Debbie Wenker
 Eric White
 Darlene Whorley
 Katie & Greg Wiest
 John Wilbanks
 Jim & Kandyce Williams
 Misti Williams
 Cindy Wilson
 Elaine Wilson
 Trisha Winborne
 Lisa Winslow
 Suzanna Winslow
 Karen Winston
 Robert & Evelyn Wirrig
 Julie Marie Wolfe
 Grace Yamane
 Diana Young
 Roz Zakheim
 Stacey Zeitlin
 Mary Zientek
 Paul & Susan Zlotnik

Meet Millie

“I’ve always prided myself on being an interesting person,” says Millie. But recent health issues made walking and getting around a little more challenging. Not one to complain, Millie set out to find a solution... and that was ElderHelp. “What strikes me is the compassion of the people,” says Millie. “We need more compassionate people in this world.” Millie is matched with a handful of volunteers—a grocery shopper, a friendly visitor for walks and chats, and a buddy to do art work together. She has a new shower head and safety bar thanks to our home safety team, but we’re still waiting for just the right Pet Pal for occasional help with her bird. “I can’t believe how much better my life is since ElderHelp became part of my world.”



ElderHelp Celebrates 45 Years!

It was a fabulous year to celebrate seniors, volunteers, and our supportive community.



A pictorial timeline featuring ElderHelp milestones was on display at our Annual Community update. The timeline came to life as guests added their names alongside the year they joined in our mission.



Our Holiday Angels event was filled with joy and love as we once again partnered with UPS to deliver poinsettias and gift cards to over 300 seniors. Presenting the honorary first gift is always a special moment.



Recognized worldwide as the Godmother of Wellness, Deborah Szekeley was honored as Inspirational Senior at this year’s Essence of Life Awards. We celebrated her lifelong journey as an advocate for healthy living, following her motto: ¡Siempre Mejor! Always better!