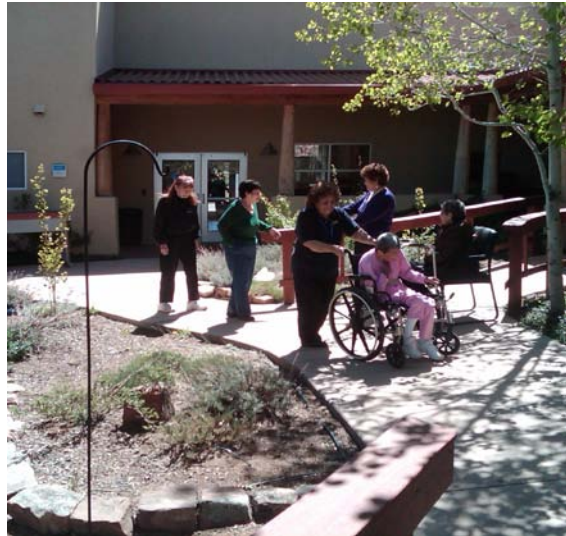




# IN TOUCH

Third Quarter  
2010



Photos, clockwise from top left: Holding Hands. Adult Care Services clients and staff enjoying the courtyard. Walk-in shower installed in the home of a disabled client by Community Outreach Services. ACS Director Roland Pool grilling food at our staff appreciation barbecue. Assistant Executive Director Colleen Keegan Falcone and Executive Director Michelle Dube in Adult Care Services.



Please mark your calendar and come to the **3<sup>rd</sup> Annual Santa Fe Renaissance Fair!**

- Saturday & Sunday, Sept. 18-19
- Presented by Open Hands and El Rancho de Las Golondrinas

**Fun for the whole family!**  
See the renowned Clan Tynker!

Cheer on jousters, sword fighters, and players of games staged by the Society for Creative Anachronism. Kids, win treasure as you test your skills at medieval-style Games! For information, call 505-428-2347 or visit [www.sfrenfair.org](http://www.sfrenfair.org)!

**Please help Open Hands make a difference!**

**Yes...** I want to support Open Hands in helping elderly and disabled members of our community and throughout New Mexico!

Enclosed is my *tax-deductible contribution* of \$ \_\_\_\_\_.

NAME \_\_\_\_\_

E-MAIL \_\_\_\_\_

ADDRESS \_\_\_\_\_

Thank you so much for your support! Kindly send donations to: **Open Hands, PO Box 4625, Santa Fe, NM 87502**, or visit [www.openhands.org](http://www.openhands.org) and choose "Donate Now." All gifts are tax-deductible.

# LETTER FROM THE EXECUTIVE DIRECTOR



In my first full fiscal year as executive director of Open Hands, I have seen miraculous improvements in both our fiscal and public perceptions. The staff has worked very hard to become involved in more community outreach and to volunteer more in the community. I have been very proud to have the opportunity to lead this organization out of the negativity and financial strain that it was under. Open Hands is still in need of the community's support and donations, which will help us achieve our Fiscal Year 2011 goal, which is (drum roll...) to be out of debt.

In April, Assistant Executive Director **Colleen Keegan Falcone**, Adult Care Services Director **Roland Pool**, Community Outreach Services Coordinator **Ashley Byford**, and I attended the annual Non-Metro Area Agency on Aging fiscal budget workshop. We all learned about the process the State goes through in appropriating funds and distributing to all programs statewide.

We held a spring open house at the Open Hands Thrift Store in April. Key board members made themselves available, and the event was well attended by the community. Thank you to all who show their support by shopping and donating at our thrift store! It is located at 1836 Cerrillos Road, next to the Pantry Restaurant.

Unfortunately, we had to cancel this year's golf tournament fundraiser due to low sponsorship and participation. This was a very difficult decision for us to make because it would have been our second annual and we were looking forward to partnering once again with **Peter Lovato and Linda Howell** of Buffalo Thunder Hilton and the Towa Golf Course. We appreciate all their efforts and willingness to make the event a success!

In May, Open Hands participated in the annual Santa Fe Community Days. We were able to put up our new grab bar and environmental modification display (pictured at right, with COS Director **Ken Walrack** and **Colleen Keegan Falcone**) which brought much interest and generated business — we met new clients we could not have helped otherwise.

We're still trying to recruit new board members who are willing to take an active role in forming a new development program. Please call me at 505-428-2360 if this is you or someone you know!

In June, we partnered with **Santa Fe Care** for their first annual Senior Health Fair, along with the **Alzheimers Association**. Also in June, we had our third annual employee appreciation barbecue and potluck, thoughtfully sponsored by our board of directors. This event included entertainment by **Freddy Chavez** and his band, Durango. Adult Care Services Chef **Eric Ortiz** catered the event. Thanks to **Roland Pool**, our ACS director, and board member **Cindy Brownlee** for their tremendous performances as grill wranglers! There were games and door prizes, and a great evening was had by all.



In reference to the financial comparisons on page 3, our building administration and maintenance rose this year due to an unexpected gas leak in our building that required emergency repairs, our main server crashing during a lightning storm, and our main cooling and heating systems needing to be replaced in ACS. Our outside services cost also rose due to computer work needed on the servers and to an audit expense, which we didn't have in the previous year when no audit was performed. This year we had to commission (and pay for) audits for both Fiscal Years 08 and 09.

Considering all of the above, I am not worried about the difference of \$129,585 compared to last year. The main contributing factor was our state Adult Protective Services funding shortfall of \$143,602. Even though this funding was cut by 72 percent, we worked to juggle things around and provide services to the same number of clients as in the previous year. Open Hands Board President **John Block III** and I met with our State Secretary on Aging, **Michael Spanier**, in July. Mr. Spanier has assured us that we will receive our necessary funding for this fiscal year.

Some more happy news: We are starting Fiscal Year 2011 with a balanced budget, all of our contracts have been renewed, and we are already receiving grant money from foundations. My goal for Open Hands in Fiscal Year 2011 is to be out of debt and to make the organization solvent. Thank you for your caring and help!

A handwritten signature in blue ink that reads "Michelle M. Dube".

MICHELLE M. DUBE, EXECUTIVE DIRECTOR

## OPEN HANDS STAFF

THRIFT STORE: Michelle Gonzales, Assistant Director • Leroy Martinez, Truck Driver/Merchandise Processor • ADULT CARE SERVICES: Roland Pool, LMSW, Director • Della C de Baca, RN, Nurse • Lorena Alvarez, Activity Coordinator • Robyn Archuleta, Care Manager • Dolores Grobe, Care Manager • Mary Quezada, Care Manager • Anthony Bianchini, Care Manager • Freddy Chavez, Transportation Manager • Johnny Sena, Van Driver • Eric Ortiz, Chef • COMMUNITY OUTREACH/HOME SAFETY: Kenneth C. Walrack, COS Director • Joey Montoya, Installer • Ron Thomas, Installer • Manuel Barela, Installer • David Hambright, Installer • Terry Keegan, AAA Installer • Ashley Byford, COS Program Coordinator... ADMIN & EXECUTIVE:: Michelle M. Dube, Executive Director • Colleen Keegan Falcone, Assistant Director • Jeanette Alt Romero, Media & PR Director • Robyn Archuleta, Bookkeeper • Annette Marquez, Front Desk & Medical Equipment Loan Bank Coordinator

# LETTER FROM THE BOARD

When the circumstances in my life changed three years ago, I found myself relocating to Santa Fe. When I arrived, I set about looking for a place to help and that led me to Open Hands.

I came into Open Hands' Adult Care Services program thinking I would offer my gifts and talents to help them, but it has since become clear to me that these wonderful people at Open Hands, many with unique challenges, are actually the ones who are helping me.

The elders in Open Hands come together for company, for community, for protection and for sharing. They have much experience in life and have weathered all types of joys and tragedies. We often sit together and talk about things that are important to them, and I get the sense that the prevailing matter of importance is the beauty of the world. We often discuss gardens, flower, birds and other natural gifts of beauty. One day in our talk about birds, we were discussing hummingbirds and how focused and motivated they are in seeking out the nectar they need to maintain life. During the conversation, one lady said to us, "We all need to follow our hum."

I have thought about that comment many times and have realized the wisdom in her statement. Our hum is internal, so only we can hear it and know what it is telling us, but if we follow our hum, then we are being true to ourselves. For some it may mean following their inner convictions even if others are not in agreement. For others, it may be finding an outer focus for their skills and interest. That hum is our heart and our passion. These people with few physical resources and sometimes diminished mental or emotional capacity still have a great amount of enthusiasm and verve and a zest for life.

Open Hands makes a difference bringing together elders who should not be left alone during the day and providing support to families who take on the primary care for their loved ones. These lovely people, our clients, are always appreciative and thankful for anything that is done for them. In this time of severe economic downturn, we are struggling to balance our desire to help with our ability to provide help. Open Hands is in a month-to-month, week-to-week, even day-to-day struggle to find funds to continue providing services. Please realize that you can make a difference by volunteering time, donations, or knowledge. To offer your hum to Open Hands, please call Volunteer Coordinator Colleen Keegan Falcone at 505-428-2365.



CINDY BROWNLEE,  
OPEN HANDS BOARD MEMBER & VOLUNTEER  
(pictured, above right, with Adult Care Services  
Member Carolyn Harvey)

## Open Hands Board of Directors

John Block, III - *President*  
Alden T. Oyer - *Vice President*  
Dennis B. Williams - *Treasurer*  
Elinor Paterson Roberts - *Secretary*  
Cynthia K. Brownlee  
Robert Mallin, M.D.

## IN TOUCH NEWSLETTER STAFF

EDITOR-IN-CHIEF..... Michelle M. Dube  
EDITING/LAYOUT..... Jeanette Alt Romero  
PHOTOGRAPHY..... Open Hands staff  
& volunteers  
PRINTING..... Alphagraphics  
MAILING..... PBA Direct

## FINANCE REPORT Open Hands, Inc. FY 2010

	Current Fiscal Year (thru 6/30/10)	Last Fiscal Year
Revenue*	\$1,374,964	\$1,884,983
Labor Cost	\$769,333	\$1,066,984
Employee Benefits	\$184,198	\$ 201,181
Transportation Costs	\$ 36,227	\$ 51,547
Maintenance Costs	\$ 25,469	\$ 47,699
Supply/Mat'l Costs	\$ 145,652	\$ 182,018
Outside services	\$ 49,462	\$ 16,119
Building & Admin	\$ 141,208	\$ 166,335
<b>TOTAL</b>	<b>\$ 23,515</b>	<b>\$ 153,100</b>

\* Our Adult Protective Services funding was cut by \$143,602, but we still managed to continue providing services to the same number of clients. Revenue decreased due to loss of the Community Service Block Grant in late 2008. Find financial information on our web site, [www.openhands.org](http://www.openhands.org), or by calling Michelle Dube at 505-428-2360.

# Adult Care Services

Fiscal Year 2010 saw a wide variety of individuals attend Open Hands Adult Care Services. The participants included seniors with age-onset dementia, Alzheimer's Disease, Parkinson's Disease, vascular (stroke) disabilities and dementia, traumatic brain injuries and debilitating brain surgeries. Each and every member went through a nurse's evaluation and a care treatment plan with the licensed master social worker and the licensed eldercare counselor. These care plans establish the needs, wants and likes of the member, and then we tailor our overall program to match each individual's needs to what degree that we can.

Forty-three members participated in our program this year. Our numbers are up from the 2009 fiscal year. We were able to care for higher numbers of clients until three years ago, when the state drastically cut funding for Senior Day Services. We are extremely thankful for the scholarships for day service provided by the **Non-Metro Area Agency on Aging (NMAAA)** and the **Department of Aging and Long Term Services (ALTS)**.



Open Hands has a minimum "breakeven" fee of \$8/hour that we must charge for attendance. The minimum fee is based on an annual income of \$14,000 or less. So many people cannot even afford this fee for a couple of days of day care and respite for the family caregiver. The minimum fee is the beginning of a sliding scale that depends on annual income. The rest of the fee is covered by NMAAA and ALTS funds. Day Services are still a great deal compared to in-home health care, plus our participants get the benefit of stimulation through art, activities, exercise, horticulture and socialization, plus two square meals and an afternoon snack, all included.

For Fiscal Year 2011, we hope to increase enrollment so that 55 members attend the program. We have allocated a greater

expenditure for advertisement and outreach. **Many Santa Feans are still unaware that Open Hands Adult Care Services is there for them to help out with their elderly family member.**

We now have the capital funding to run an awake-at-night program. Five beds have been donated and a quiet area has been set aside so those who wander at night can lie down in the early morning hours when they are exhausted. We have been trying to start this program for 11 months now, and have had lots of interest, just not the minimum participant quota. The other senior health care agencies in Santa Fe have been helpful in referring people, and we offer our sincere thanks for their collaborative spirit.

Recently we've had quite a selection of program activities. New Mexico Wildlife Refuge brought in several majestic birds of prey (see photo) and smaller song birds that the members could learn about and touch. We took a field trip to the Santa Fe Senior Trek at the Genoveva Chavez Center. With the SF Youth Shelter, we have partnered to provide an intergenerational program where senior members and teenagers get to interact. The **State of New Mexico History Museum** sent an accessible RV to Open Hands with a Trains and Rails Exhibit, greatly enjoyed by all of our clients. The New Mexico Alzheimer's Project visited, and our members had a great time repeating common poems they had memorized when they were young. Finally, our courtyard (shown on page 1) is seeing much use for morning strolls and transplanting from the greenhouse to outdoor planters. ACS is still seeking donations of outdoor rocking chairs for the courtyard. These can be obtained at Wal-Mart and Lowe's. Your contribution is, of course, tax deductible.

Welcome to our newest employee, Anthony Bianchini, Adult Care Services care manager. He will be replacing Robyn Archuleta, who is being promoted to a position as our full-time bookkeeper.

— *Roland Pool, LMSW, director, Adult Care Services*

THANK YOU TO THE FOLLOWING CARING PEOPLE WHO MADE CONTRIBUTIONS TO OPEN HANDS BETWEEN 4/1/10 and 6/30/10:

James Aumell, Curtis Baham, John Block III, Rita & Johnny Bowles, Cindy Brownlee, Gloria & Max Baca, Bessie Berman, Joann Bethel, Dr. Pamela Burnham (in loving memory of Linda Anderson), Central Northern New Mexico Combined Federal Campaign, William & Kathleen Christison, Christus-St. Vincent Medical Center, Anne Dabbs, The Daniels Fund, Jane Deignan, Carmen Dominick, Thomas & Julia Faber, Patricia Feather, Janet Fennell, Kate Fenner, Juanico Galvan, Karen Hall, Paul J. Heath, Marie Hoffman, Clark & Mary Hulings, Allene R. Jenkins, Martha Jones, Kevins Electrical Services, LLC, Helen Long, John Love & Denise Rivera Love, John & Viki Love, Jane Macneil, Dr. Robert Mallin, Sheila & Jerry Manzagol, Connie Marquez, Thomas Mauter, Audrey Miller, The Millstream Fund, Annette Montoya, Kenneth & Nellie Moore, Martha Northrup, Eva & Roberto Ortiz, Alden Oyer, David Polson, Diane & Tim Quintana, Robert & Dixie Ray, Christine & Darrell Roybal, Nancy Scheer, School Heart, Elaine Stanfield, Francis & Suzanne Stanley, Loyce Stark, United Jewish Endowment Fund, Sef & Ruby Valdez, Vicente & Karla Vigil, Fred & Judith Warner, Julia Weills, Sue Wildman/The Helen Pirie Trust, Dennis B. Williams & Patricia E. Kelley.

AND VERY SPECIAL THANKS TO THESE CONTINUAL SUPPORTERS OF OPEN HANDS:

Our wonderful, reliable THS volunteers: Heidi Collen, Robert Gonzales, Tricia Veech, and Phoebe Wilson • bob@santafe.com • Eldorado Automotive

# Community Outreach Services/Home Safety

Fiscal year 2010 was a challenge for the world economy, and for COS as well. We have managed to keep our heads above water and continue to serve our elderly and disabled population even with cuts in funding from Medicaid and the Area Agency on Aging. Environmental modification referrals from managed care organizations have increased, allowing us to assist their clients who are eligible for D&E (Disabled and Elderly) and DD (Developmentally Disabled) waivers. We're always available for private pay jobs as well! Assistant Executive Director **Colleen Keegan Falcone** and I continue to give presentations to any group interested, and will start concentrating on the DD case management agencies who may not know the environmental modification process. We continue to pursue grant monies that may be available to COS specifically. **Ashley Byford** (COS coordinator), and anyone we can find to volunteer, continue to distribute information at health fairs and other venues relating to our program.

There has been a major change regarding our installation personnel in the last quarter of this fiscal year. We welcome back **Joey Montoya** (full time), who worked with us before and brings with him much experience constructing ramps and doing the TubcuTs™. We would also like to welcome **Ron Thomas** (full time) along with **Manuel Barela** and **David Hambright** (both part time). **Terry Keegan** continues as our AAA grab bar installer, and has branched out to PCO Colts Waiver grab bar installations as well.

A recent client we served through the DD program has severe mental retardation and schizophrenia. He is 74 years old and a large, strong man. His sister is his full-time caregiver and had major difficulty getting him into the bathtub — specifically stepping over the tub wall. He would get frightened that he might fall, and an episode (her word) would result. We installed a walk-in shower that is wider and easier to access. We replaced the sink/cabinet with a pedestal sink, which opened up space in the tiny bathroom, and widened the doorway. When I followed up with the caregiver, she commented that now HER life is easier and much safer. Her brother is calmer when bathing time comes around, and cleanup is easier. This remodeled environment makes the home safer for both client and caregiver, and creates greater peace of mind.

I am sorry to report that the cutbacks with Medicaid may not allow for complete bathroom makeovers in the future. I have been told there are over 300 people who have applied to get on the state Developmentally Disabled waiver program and have been waiting for more than 10 years. Be assured that I am constantly looking for new and more cost-effective materials and procedures to meet the needs of our clients and their families. We plan to complete 10 home modifications a month in this new Fiscal Year, up from five to six per month in the previous year. I hope we can appropriate funding (hey, donors!) for a new storage building on the premises, allowing us to cut down on trips to the lumberyard and buy in bulk to reduce costs. I also hope to grow our private pay revenue through more intense marketing of the TubcuT™.

**Home Safety Tip:** Reflective tape or bright paint at the edge of steps can help reduce the chance of a fall.

— *Ken Walrack, director, Community Outreach Services*



## Open Hands Thrift Store



We just keep on seeing positive transformations at our thrift store, located at 1836 Cerrillos Road. Delightful crocheted-wire beaded necklaces and jewelry are now featured in our main display case near the cash register. These exquisite (new, *not* second-hand) items are lovingly created for the thrift store by local jewelry and fashion designer **Jennifer Muldoon**, who releases them at her wholesale cost to be sold in our thrift store. Ms. Muldoon, a talented and energetic multi-tasker, is also the graphic designer who

created our new heart-shaped logo this year, and she is serving as the Open Hands event coordinator for our biggest annual fundraiser, the Santa Fe Renaissance Fair. Her pieces sell in our store for \$25 to \$40, depending on the gemstones involved and the complexity of the piece. Stop by and see her fabulous custom-designed jewelry when you shop our thrift store! Starting in August, the Open Hands Thrift Store will feature works by a new artist every month. An art show will take place on the third Saturday of each month. **We invite local artists to apply to show their work!** If you are interested, please contact Michelle Dube at 505-428-2360 or [mdube@openhands.org](mailto:mdube@openhands.org).

## Volunteers of the Quarter: M-Fuge Youth Service Ministry



*Some of the 2010 M-Fuge volunteer team with Gabriela Correa, a resident at Villa Consuelo Apartments. The teens volunteered at Villa Consuelo and Ventana de Vida Apartments.*

In the months of June and July, students from all over the U.S. converge in Santa Fe through a service ministry called **M-Fuge**. Part of their services will be coordinated in conjunction with Open Hands. Last summer, the youth volunteers cleaned apartments in select senior housing complexes and in the Open Hands Adult Care Services program. The M-Fuge summer camp, housed at Glorieta Conference Center, focuses on service opportunities for young people age 12 to 18.

“All of our clients loved the kids,” says Open Hands Assistant Executive Director and Outreach Coordinator **Colleen Keegan Falcone**. “The volunteers enjoyed their experience, and the people they served were fueled by the special attention and energy of the teens.”

Open Hands would like to thank the **Ventana De Vida and Villa Consuelo Apartments** for their participation, and congratulations to M-Fuge for being named the Open Hands Volunteers of the Quarter! Thank you for all of your kindness and good work.