



IN TOUCH

Open Hands
Quarterly
Newsletter

December 2009



Would you like to contribute to Open Hands?

Yes, I want to support Open Hands in helping elderly and disabled members of our community!

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

NAME _____

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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

LETTER FROM THE EXECUTIVE DIRECTOR

What a wacky-doodle year! Upon accepting the position of executive director this January, I knew that we faced quite a challenge. Public perception and speculation about our financial status proved problematic in gaining community support, as well as securing other sources of funding. We had to address growing rumors that Open Hands was planning to close its doors. While board members had discussed that option, the staff and I rallied and persuaded the board in February to give us a chance to prove what we could do.



Immediate, abundant and lasting support was generously extended since day one. Previous Executive Director Liz Stefanics was one of the first to show her support and guide me into relationships with numerous key contacts in the community. Both State Representative Jim Trujillo and Congressman Ben R. Lujan reached out to us, visited our center, asked what the needs of our clients are, and pledged their heartfelt support. Several foundations contacted me repeatedly to find out what we needed and generously offered their help. I have met some very dynamic people in our community who have gone out of their way to make introductions, write checks, and offer their partnerships because they believe in our mission and desire our continued success. I am also fortunate to work with staff members who aren't only motivated by a paycheck, but who also pitch in and help in every way they can to keep our mission alive – helping the people who need our programs and services.

Early this year, we narrowed our focus to the original mission and a few essential programs: Adult Care Services, Home Safety, the Medical Equipment Loan Bank and the Thrift Store. (Speaking of our store, this year, under new management, it is finally getting very close to being able to help support our programs, rather than Open Hands keeping the store afloat. What a positive turn of events. *This* is why Open Hands has a thrift store. Thank you for patronizing it!)

The year has been a growing experience for me and the staff. We have evolved into a solid team, committed and focused on continuing to do our much-needed work in the community.

In the past month, the board of directors made the decision to list our building for sale – the only option we had for paying off excessively high-interest debt. However, when this news hit the community, several generous donors stepped forward and offered us the means to pay off this debt. This meant we were able to take the building off the market – and, most important of all, continue offering and improving our programs and services.

In 2010, look for Open Hands to be involved in more business partnerships; more scholarships for services; and a stronger, more visible volunteer program that will not only serve clients in our building but also reach out to people who need services in their homes. Community may begin with Open Hands, but we also know that Open Hands does not exist without the community. Thank you so much for your care and support.

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

MICHELLE M. DUBE, EXECUTIVE DIRECTOR

LETTER FROM THE BOARD



I have been a board member for 13 out of the last 14 years and have seen it all. The way I see it, the current problems relating to tighter funding policies are not new. The struggle has always been to serve and support frail elderly and disadvantaged members of our community, helping them to participate in the benefits, resources, advice and help that are in reality the right of all Americans. It has been an honor to serve in this cause.

Occasionally creative thinking has had to be used, but always our clients come first, and we have kept serving them to the best possible standards. Currently we are struggling with the economic problems that plague the world. Belts are being tightened. The blazing flame is turned down, but will not go out.

Open Hands is well managed. The executive director and staff are dedicated and skilled. The board is engaged, seeking to correctly move forward. We are initiating changes, adding and subtracting programs as needed for added efficiency. The future looks positive as long as the team spirit, cooperation and clients are kept in focus.

Community events such as art auctions and the Renaissance Fairs only add to the luster of our organization. I am delighted to see that in my long association with Open Hands there has never been more creative or dedicated thinking than we're seeing now.

A handwritten signature in blue ink that reads "Bob".

ROBERT E. MALLIN, M.D., OPEN HANDS BOARD MEMBER

OPEN HANDS THRIFT STORE

2009 was a year filled with change for the Open Hands Thrift Store, which moved to its current location at 1836 Cerrillos Road in 2009.

Director Michael Marler, Assistant Director Michelle Gonzales and their team went to work lowering prices. They revamped the layout of the store, making it more shopper-friendly – there is more room to maneuver through the store, the visual presentation is more appealing and there is room for more merchandise on the sales floor!

Customer feedback indicates that our shopper and donors are very pleased with the changes. “People are telling me things aren’t really hidden in corners anymore,” says Director Mike Marler.

People of Santa Fe tend to donate unique and interesting items, as well as things in very excellent condition, as we hear customers remark every day. We accept donations with sincere thanks during store hours (Monday thru Saturday, 10-4), and remember, pickup can be arranged if you call 505-986-1077 or e-mail the store at: OHThriftStore@yahoo.com.

“We are proud and happy to report that donations are at a all time high, but we are *always* needing more. Please remember us when you need to clear out your closets! And thank you for all of your generous donations this year.”
– Mike Marler, *Open Hands Thrift Store director*

IN TOUCH NEWSLETTER STAFF

EDITOR-IN-CHIEF Michelle M. Dube
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PHOTOGRAPHY Open Hands staff
& volunteers
LAYOUT Jeanette Alt Romero,
& Jennifer Muldoon
PRINTING New Mexico Fleet Design

OPEN HANDS, INC. Budget FY 2009-2010

	Current Year (thru 11/30/09)	Last Year
Revenue*	\$576,006	\$727,845
Labor Cost	\$337,788	\$480,040
Employee Benefits	\$ 67,849	\$ 79,869
Transportation Costs	\$ 14,412	\$ 25,148
Maintenance Costs	\$ 9,968	\$ 29,981
Supply/Mat'l Costs	\$ 59,214	\$ 76,418
Outside services	\$ 19,104	\$ 48,814
Building & Admin	\$ 60,646	\$67,477
TOTAL	\$568,981	\$807,747

The data shows that we have reduced operating costs by \$238,766 so far to date – while increasing the services we provide!

* Revenue decreased due to loss of the Community Service Block Grant in late 2008.

Cindy Brownlee, Open Hands Volunteer of the Year

“I view this life journey as an opportunity to receive and give humor, wisdom and celebration of life’s passage. Open Hands has given me an environment to demonstrate my beliefs in the human spirit and to receive the same from members and staff. Each visit to Adult Care Services is filled with laughter, wisdom challenge and acceptance. Thanks, Open Hands, for the community commitment to our elders.”

So says Cindy Brownlee, a lifelong licensed counselor who arrived at Open Hands Adult Care Services (ACS) in August 2008 knowing that she wanted to work with elders. She visits new members in their home environment to gather information on members’ life history – information that helps the staff immensely to make Open Hands more like a communal house living room.

She also has helped with the design of Care Plans for individual members as part of a team of our “Care by Design Team” of staff, interns and volunteers. And, she has far exceeded these roles by becoming a frequent visitor to the Great Room, where she hangs out with the elders, exchanging wit and friendly companionship.

She has contributed regularly to our stash of Bingo Prizes that make the game more exciting for our clients. Finally, she has acted as an Open Hands ACS emissary to other community groups such as the hospital dispatchers, women’s clubs and civic organizations.





ADULT CARE SERVICES

Adult Care Services made great strides in three major areas in 2009. Though there were many staff changes, we have accomplished our goal of building a comradely team that communicates and has fun doing our job of being care partners with our member community of seniors and the larger community of their caregiving families. With the aid of a grant from the Daniels Fund, we worked to put a more comprehensive Care Planning system into place for individual members. Of the 38 members we have served this year, 35 interacted with the Care by Design Team consisting of the social worker, nurse, volunteer counselor, art therapist intern, social work intern, and physical trainer. In cooperation with their families, we documented each member's needs, capabilities, likes and desires for their time spent here at Open Hands. Thirdly we have worked hard to make our gathering space, the Great Room, more of a communal Living Room that hopefully feels like an alternate home. We are constantly redecorating it with members' own artwork and seasonal festive colors.

“As the new director I have found a great group of people to work with at Open Hands who not only care but show love towards our club membership.” – *Roland Pool, Adult Care Services director, shown here in his “Wizard of OH” costume shaking hands with Open Hands Events Coordinator Charles E. Veilleux III.*



NIGHT LITE PROGRAM

Open Hands Adult Care Service plans to expand on its senior daycare program offerings by introducing evening and night care for awake-at-night seniors. Alzheimer's and Dementia patients frequently suffer from “Sundowner's Syndrome,” which leaves them restless, agitated, and unable to sleep at night, and therefore susceptible to wandering, falling and injuring themselves, or unwittingly turning on stoves and other appliances, creating dangerous situations for themselves and their families. Family caregivers, kept awake at night, often find themselves worn down by exhaustion until they are no longer able to provide a safe environment at night and eventually place their loved ones with Sundowner's in an institution. Open Hands' Night Lite program would allow family members to rest with peace of mind, knowing that their

loved one is receiving kind, professional care in a safe environment.

Our Night Lite program plans to offer quality overnight care with activities, meals and a designated rest area. The person with Sundowner's will have opportunities to participate in games, arts and crafts activities, massage, horticulture, gentle exercise therapy such as chair yoga, and a nutritious dinner, midnight snack and breakfast all prepared by Open Hands' chef. The Night Lite service would be offered from 7 pm to 7 am Monday through Friday. Transportation would be available for Santa Fe residents, as it is for clients of Open Hands' senior daycare program.

We attempted to start the program September 1 of this year. The plan, essentially a dry run, included the hiring and training of staff. However, of the interested people in need, none could afford the \$12.50 an hour fee. So, we did everything to prepare, including a grand opening, but in the end did not begin the program.

Our staffing plan is modeled after the successful awake-at-night care program at Hebrew Home in the Bronx. Qualified staff will come from experienced new hires and the daytime staff. Experts in Alzheimer's/Dementia will contribute to the training; such as Linda Durant from the New Mexico Alzheimer's Association and Dr. Jytte Lokvig, local author of the nationally recognized *Alzheimer's from A to Z*. We already have a qualified day staff vetted in senior elder care and Alzheimer's/Dementia care. The Night Lite administrative staff would include the same daycare licensed master social worker as director, the day-shift Registered Nurse, and two night-shift care manager supervisors.

Open Hands plans to launch the program as soon as it becomes economically feasible, and will operate the program indefinitely. We have asked the Daniels Fund for support. Other proposed funding sources include a sliding-fee scale whereby clients pay what they are financially able to, with the remaining cost supplemented by grants. We are currently gathering support for and will seek to pass a bill during the next State Legislature session to fund this as a “pilot program” for other adult care facilities statewide. State Representative Jim Trujillo has committed to help Open Hands with the implementation of this bill.

COMMUNITY OUTREACH SERVICES / HOME SAFETY



Another year waves goodbye. We weathered many storms in 2009, and are making great progress. COS has had significant growth this year with statewide expansion doing environmental modifications for the Disability & Elderly (D&E), Developmental Disability (DD) and Mi Via programs. Colleen Falcone has developed wonderful relationships with the Managed Care Organizations (MCOs) that provide Medicaid services throughout the state, and this brings us an ever-increasing number of referrals so Open Hands can provide its services in a broader service area than ever before. Our field installers have a proven track record – more and more agencies, case managers and individuals in the community have heard about our work and have come to trust us.

In March, we had a referral to build a ramp that other contractors and even an architect had turned down as “undoable.” We designed and built the 90-foot ramp in less than three days, and even included a TUBCUT™. The recipient’s family was ecstatic, because before the ramp was built they had no way to get their father out of the house or into the bath safely.

Our Area Agency on Aging (AAA) program, primarily involving grab bar installations, has also expanded due to the efforts of Ashley Byford, our COS Program Coordinator.

“I look forward to the challenges that lie ahead and believe with our new leadership, a staff that truly enjoys helping others and with the help of the community, we can continue to help those in need.” – *Ken Walrack, COS director*

FUNDRAISERS • EVENTS

The year’s events and fundraisers at Open Hands were wonderful in so many ways. We thank each and every one of you who attended. All of our events are held in the spirit of increasing our visibility in the community – “putting out the word” about our services – as well as raising some money to help us run our programs, and not least of all, having fun!



Golfers turned out in support of Open Hands on April 25, at the **Duffers & Divas IV Tournament** at the Marty Sanchez Links de Santa Fe course.

The **Second Annual Santa Fe Renaissance Fair**, held September 19 and 20 at El Rancho de las Golondrinas, brought 5,102 people through the gate, not to mention hundreds of performers and volunteers.

The **Halloween Fantasy Masquerade**, held October 31 in the grand ballroom at Buffalo Thunder Hilton Resort, was also well attended.

Our final event of 2009 was the Third Annual **Open Hands, Open Hearts Art Auction**. Much gratitude to the lovely venue that hosted our event, The Edge Gallery at 203 Canyon Road, The Edge has agreed to keep 16 pieces of art up through the holidays in order to help our cause. Please stop by if you get a chance!



Please visit www.openhands.org for details, and join us!

– *Charles E. Veilleux III, Activities Coordinator for Open Hands*

THANK YOU TO ALL WHO DONATED! WE APPRECIATE YOUR HELP. HERE ARE OUR CONTRIBUTORS OF \$50 AND ABOVE DURING 2009.

The Abeles Foundation, Arlene & Pamela Alarid, Manly & Elissa Allen, Charmay Allred, Alternative Mortgage Solutions of Santa Fe, Julie Anderson dba The Costume Salon, Keith Anderson, Phyllis Elaine Anton, Yolanda Apodaca, Phyllis Arlow & Donald Seeger, Florence Ault, Mr. & Mrs. Jack Bacastow, Mrs. Frank Bailey, Michael & Judith Baird, Clota Balleau, Ronni Ballowe, Doris Bato, Herbert Beenhouwer, Lisa & F. Gregg Bemis, John Block III, Bonnie & Bernie Blough, Betty Brodsky, Harold & Norma Brown, Pamela Burnham, Capital Scrap Metals, Inc., Dennis Casado, Century Bank, Bryan Chippeaux, Peter & Honey Chapin, Timothy & Doreen Chavez, Christus/St. Vincent Hospital, Suzanne Streit Clark, Marge H. Closson, Cowgirl BBQ/ Nicholas Ballas, Eve Regina Cox, Juanne Cruz & Reynel Martinez, J. James & Ethel Hoyt Cunningham, Hope Curtis, Cynthia Cushman, Margo Cutler, Daniels Fund, Daniels Insurance, Clifford & Carol Danielson, Jacquelyn K. Davidson & Bonnie S. 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SPECIAL THANKS TO:

Cindy Brownlee • Peter Lovato • Evelyn "Caring Friend" • Roland Martinez • Matthew Coriz • Crystal Benally • Pearl Ross • Rita Martinez-Purson • Kim Archie • Lorena Alveraz • Mary de Hass • Kat Knock • Janine Stern, Lloyd and Janet Abrams, owners of The Edge Gallery • Patricia Arellano – Wells Fargo Hector and Paul – Liquor Barn • Patricia Vaczek • Judith Raywood • Robert Jaramillo • Cristina Apodaca • Helen Whitfill • Jennifer Muldoon

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Mike Marler, Director • Michelle Gonzales, Assistant Director • Leroy Martinez, Truck Driver/Merchandise Processor • Alicia Mares, Merchandise Processor

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