

# Community Begins with Open Hands



caring

*Our Mission*

OPEN HANDS provides essential services to assist the frail elderly, the disabled or the economically disadvantaged to live with dignity and independence.

dignity

independence



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### CREDITS

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GRAPHIC DESIGN: Janice St. Marie

PROJECT COORDINATOR: Joseph DiChiaro



## Letter from the Executive Director & Board President

Dear Friends of OPEN HANDS,

As many of you know, OPEN HANDS was founded in 1977 by a handful of concerned community volunteers determined to address gaps in the care of the frail elderly and disabled of Santa Fe. We have come a long way since then – as a community and as an organization – yet we remain the sole provider of many essential services to our community’s elderly, disabled and economically disadvantaged.

After several years of dramatic growth at OPEN HANDS – including our relocation to a new and larger facility and a substantial increase in the number of clients we serve – we have begun to take a long, hard look at the quality of care we provide. We have done so not only to ensure the level of care our clients deserve and their caregivers expect, but also to continue to exceed those needs and expectations. We are fortunate to have moved beyond large-scale structural improvements and are now able to focus squarely on those incremental changes that make a difference in the daily lives of our clients.



In the past year, we have focused on the quality of care provided to our core clientele – traditionally the frail and disabled elderly, including those suffering from dementia and Alzheimer’s disease. This enhanced emphasis will help our staff keep pace with the growing needs of our elderly clients and follow advances in the understanding and care of Alzheimer’s and dementia.

OPEN HANDS has also added an experienced registered nurse (RN) to our Adult Day Services program. An RN with 35 years of experience is now available during peak Adult Day Center hours to provide health monitoring of clients as well as training and education for caregivers and staff. We are

proud that this addition distinguishes our organization as one of only three adult daycare facilities statewide to offer nursing services to clients.

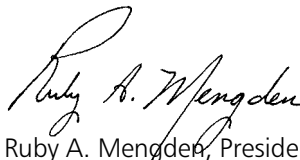
Also in the past year, and thanks to the generous bequest of a longtime supporter and the leadership of a local business, we took the unprecedented and simultaneous steps of: 1) retiring all debt; 2) establishing a \$125,000 operating reserve; *and* 3) initiating an OPEN HANDS Endowment Fund. In short, this means that a much higher percentage of the contributions we receive will directly support program work.

Last year that program work directly impacted the lives of 10,456 needy individuals and families in Santa Fe, Taos and Torrance counties – over 80 percent of which were classified as *very low income* under City of Santa Fe guidelines. This work, for example, facilitated free medical equipment loans to the disabled, the installation of access ramps and grab bars for frail elderly, the coordination of volunteer home visitors for the homebound, and the extension of emergency financial assistance to families in crisis. These services are indicative of the tangible impact your support can have and a testament to the strength of our community.

Sincerely,



Tom Spray, Executive Director



Ruby A. Mengden, President





## Caring for the Elderly

Much of what we do at OPEN HANDS revolves around our concern for the frail and disabled elderly of our community. As our friends and neighbors age, the services we provide enable them to do so with dignity and independence. This means that they remain safe and secure, and not confined, in their own homes. They have a place to visit and interact with their peers, while engaging in enriching and therapeutic activities. Their families and caregivers have support and information, and do not become overwhelmed, in looking after their loved ones. And those needing special attention – such as individuals with Alzheimer’s or dementia – receive the care they require.

In the past year, we served 91 elderly and disabled clients in our Adult Day Center – a multi-use facility that includes a great room, art and horticultural therapy rooms, a landscaped courtyard, a separate Side-by-Side room for care of those with Alzheimer’s and dementia, and a commercial kitchen. These clients attended our regular weekday program – interacting socially, engaging in creative activities and exercise, and enjoying nutritious meals – or received care through our Side-by-Side program, while their caregivers often took advantage of our Saturday Respite Care service.

We also extended and expanded our support to our clients and others by providing information and referral – to other qualified healthcare and



service providers – for 242 families and caregivers. This support was further augmented through our Caregiver Speaker Series, an ongoing informational program which this year featured Beth Witrogen McLeod, nationally-acclaimed author of *Caregiving: The Spiritual Journey of Love, Loss and Renewal*, and John Malecki, Ph.D., a Catholic priest and Jungian Analyst who addressed families and caregivers on “How to Touch the Human Person Suffering from Alzheimer’s Disease.”



Our work also extends deep into the community. In the past year, we conducted home safety assessments and performed necessary repair and modifications that benefited 395 limited-mobility or homebound individuals. This included the construction or repair of ramps to increase home accessibility and the installation of grab bars and smoke detectors, the widening of doorways, and the conversion of bath tubs to showers to enhance home safety. In addition, our extensive Volunteer Program (see *Serving Our Community*) reached out to the homebound of our community, providing care and companionship to 70 elderly residents.

Snapshot: Clients Served	
Adult Day & Saturday Respite Care, Side-by-Side	91
Home Safety Assessment & Modification	395
Home Visitors	70
ADS Information & Referral	242

## Helping Those Most in Need

How we care for the neediest among us says a lot about who we are as a community. Approximately 80 percent of those we serve on an annual basis are considered *very low income* under City of Santa Fe guidelines. The assistance OPEN HANDS provides through our Community Outreach Services – often in crisis situations – enables low income individuals to provide for their families, secure sustainable employment and access affordable housing. But income level is not the sole basis for the care we offer. Our programs and services also ensure that individuals suffering or recovering from a debilitating injury have ready access to the medical equipment they require. Furthermore, we provide individuals and families with information and advice on the cost-effective purchase and safe use of prescription medications. It is in part through identifying and addressing these basic needs that our community creates a safety net for those in crisis.

In the past year, OPEN HANDS responded to those most in need throughout Santa Fe, Taos and Torrance counties by channeling federal emergency financial assistance – often utility and rent support – to 762 individuals and their family members facing a temporary crisis. We served another 64 individuals and families receiving federal and/or state assistance by providing overall case/benefits management. Through our Thrift Store, we provided 312 credit vouchers, enabling low income families to receive free clothing and household



### Snapshot: Clients Served

Emergency Financial Assistance	762
Case/Benefits Management	64
Healthcare Advocacy	2,950
Medical Equipment Loans	1,090
COS Information & Referral	2,376
Thrift Store Vouchers	312



goods. To those we could not immediately assist, we provided 2,376 referrals for financial assistance, prescription drug benefits and emergency home repair.

In addressing the health and safety of our community, we provided 1,090 *free* medical equipment loans – including canes and crutches, walkers, wheelchairs and commodes. In addition, OPEN HANDS distributed information and made presentations that advised 2,950 individuals on enrollment in the Medicare prescription drug program and on the safe use of multiple prescription drugs.



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## *Serving Our Community*

**O**PEN HANDS is about so much more than services to the elderly and neediest among us – we are about community. We were born of the community, we are supported by the community and we do all we can to create meaningful opportunities for others to serve our community. Beyond our professional staff, main administrative and Adult Day facility, and Thrift Store presence, stand over 120 volunteers whose commitment and dedication inspire and support our work.

In the past year, community volunteers visited 70 homebound seniors on a regular basis, providing care and companionship where it is sorely needed. As a compliment to this effort, OPEN HANDS' ongoing Faith in Action program linked volunteers with over a dozen churches and organizations throughout the community in identifying and delivering services to the homebound. Volunteers provided further assistance in our Adult Day Center, helping to serve meals and supporting our programs and activities. Through collaboration with Southwestern College, 10 graduate student interns provided art therapy to our Adult Day Services clients. And a dozen volunteers regularly support our Thrift Store operations, enabling us to generate income for our programs while also making affordable clothing and household goods available to the community.

At the center of our volunteer program lies Seniors Reaching Out (SRO), a program which best exemplifies the capacity of seniors themselves to continue



contributing to our community. An all volunteer troupe of about 55 active, arts-oriented seniors, SRO regularly performs plays at local retirement facilities, schools and pueblos, bringing entertainment to many who otherwise may go without. In the past year alone, SRO conducted 60 performances, bringing the joy of theatre and the arts to 1,412 seniors, school children and pueblo residents.



Lastly, we aim to contribute wherever we can – filling gaps in community resources where possible, supporting crisis situations where we are able. As an example of the former, our Thrift Store distributed 117 Educator Cards to teachers in our local schools, enabling them to select materials and supplies for their classrooms free of charge. In relation to the latter, OPEN HANDS was recently in a position to contribute surplus medical equipment to victims of the Katrina disaster being sheltered in our state. Over 100 individuals have benefited from this action.

Snapshot: Clients Served	
Home Visitors	70
Seniors Reaching Out	1,412
Thrift Store Educator Cards	117



## Contributions & Grants – July 1, 2004 to June 30, 2005

### INDIVIDUAL DONORS

Katherine & Scott Abbott  
Kathy & Rick Abeles  
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Diane Adair  
Lauretta & Samuel Adelo  
Hope Aldrich  
Stephen Allen  
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Shirley & Edwin Crow  
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Nancy Dahl  
Elizabeth Davis  
Susan Davis  
Zulema Davis  
Josephine Deem  
Charles Ray De Muth  
Diane Denman

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 G. Alan Myers  
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 Stacy & Patrick Quinn  
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 Dorothy Ray  
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Mary Williams  
Therese Williams  
Jane Winter  
Jean Winterfelt  
Nancy Wirth  
Joe Wood

Jana & H.S. Yablon  
Mel Yost  
Anne Zipes  
**TRUSTS & ESTATES**  
Estate of James Bertino  
George E. and Joy R. Hickman Trust  
Hover Family Trust  
Estate of Genevieve Leach  
Winifred B. Ramsey Charitable Trust

### **BUSINESS CONTRIBUTORS**

315 Restaurant  
Aqua Santa  
Albertson's Inc.  
Ballen & Co.  
Bellas Artes  
Blue Corn Café & Brewery  
Century Bank  
Char  
Circle of Love  
Cynthia Drennon Fine Arts  
First National Bank of Santa Fe  
Flow Science  
French & French Fine Properties  
Gallegos Law Firm, P.C.  
Goler Fine Imported Shoes  
Highland Conversions LLC  
Il Piatto  
Inn of the Anasazi  
Johnson & Johnson  
Johnson Advertising & Public Relations  
Karan Ruhlen Gallery  
La Casa Sena

Lopez Roofing Service  
Olivia's Hair Designs  
Origins  
Paul Baca Professional Court Reporters  
The Pink Adobe  
Sanders & Co.  
San Francisco Street Bar & Grill  
Santa Fe Radiology, P.C.\*  
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Sawtell, Wirth & Biedscheid  
Scheinbaum & Russek, Ltd.  
The Shed  
Sign of the Pampered Maiden  
Southwest Lifestyle Concepts, LLC  
Spears Architects  
Spirit of the Earth  
Steaksmith  
Ten Thousand Waves  
Tomasita's  
Well's Fargo & Co.

### **COMMUNITY/ORGANIZATION SUPPORT**

BPO Does Drove #57  
New Mexico Alzheimer's Association  
Northern New Mexico/Los Alamos  
United Way  
St. John's United Methodist Women  
Santa Fe Downtown Kiwanis  
Santa Maria De La Paz  
United Way of Santa Fe County

### **FOUNDATION GRANTS**

Allene & Jerome LaPides Foundation  
Daniels Fund

Equis II Fund, a Donor Advised Fund  
of the New Mexico Community Fdn.  
Frost Foundation  
Gay Block & Malka Drucker Fund/  
Houston Jewish Community Fdn.  
Georgia O'Keeffe Foundation  
Jonathan & Kathleen Altman Foundation  
LANL Foundation  
Millstream Fund  
Robert G. Weiss Family Foundation  
Robert Wood Johnson Foundation  
Santa Fe Community Foundation  
Thornburg Charitable Foundation  
Veritas Foundation

### **GOVERNMENT GRANTS & EMPLOYEE CONTRIBUTIONS**

North Central New Mexico Economic  
Development District/Area Agency  
on Aging  
Centers for Medicare & Medicaid Services  
Central & Northern New Mexico  
Combined Federal Campaign  
City of Santa Fe  
New Mexico State Employees Charities  
Campaign  
State of New Mexico:  
Children, Youth & Families Department  
Aging & Long-Term Services  
Department  
Human Services Department  
New Mexico Arts

\* *Endowment contribution*

# Financials

**STATEMENT OF ACTIVITIES** (audited) for the year ending June 30, 2005

## SUPPORT AND REVENUE

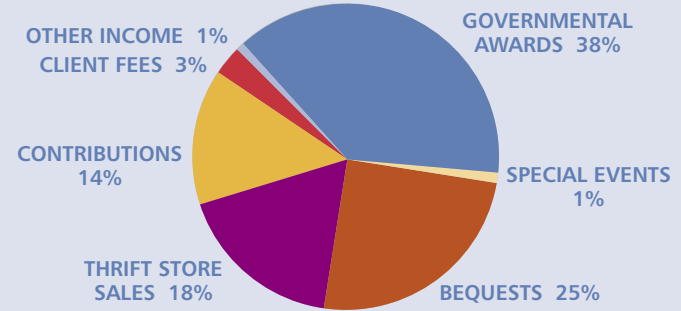
Governmental Awards	\$873,797
Bequests	571,959
Thrift Store Sales	401,875
Contributions*	319,154
Client Fees	65,037
Other Income	31,720
Special Events	23,587
Interest	8,118
<b>TOTAL SUPPORT AND REVENUE</b>	<b>\$2,295,247</b>

\*Includes Unrestricted (\$268,494), Temporarily Restricted (\$46,160) and Permanently Restricted (\$4,500) revenues.

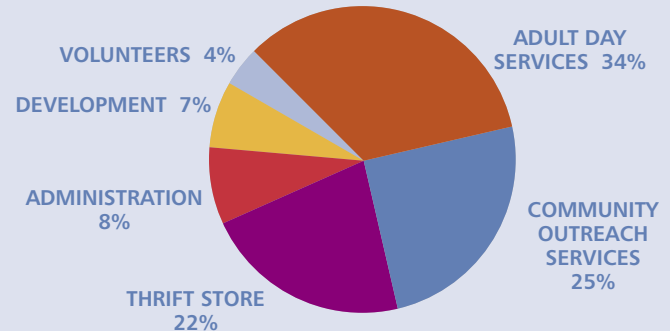
## EXPENSES

Adult Day Services	\$641,219
Community Outreach Services	461,952
Thrift Store	414,419
Administration	158,142
Development	124,717
Volunteers	68,549
<b>TOTAL EXPENSES</b>	<b>\$1,868,998</b>

Where it comes from...



Where it goes ...



**BALANCE SHEET** (audited) for the year ending June 30, 2005

**ASSETS**

Cash	\$379,461
Accounts & Governmental Awards Receivable*	63,790
Pledges Receivable	61,990
Prepaid Expenses	14,266
Rent Deposit & Other	5,070
Cash Restricted to Endowment	4,500
Property & Equipment (net)	2,616,834
<b>TOTAL ASSETS</b>	<b>\$3,145,911</b>

\*Less allowance for doubtful accounts of \$29,877 and \$1,200.

**LIABILITIES**

Accounts Payable	\$6,988
Accrued Expenses	61,750
Unearned Revenue from Governmental Award	
Paid in Advance	107,827
<b>TOTAL LIABILITIES</b>	<b>\$176,565</b>

**NET ASSETS**

Unrestricted	\$2,840,196
Temporarily Restricted	124,650
Permanently Restricted	4,500
<b>TOTAL NET ASSETS</b>	<b>\$2,969,346</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$3,145,911</b>



# Clients Served

PROGRAM	SERVICE PROVIDED	CLIENTS SERVED
<b>ADULT DAY SERVICES</b>		
Adult Day & Saturday Respite Care	All-day, weekday activity, exercise, meal and social program with extended Saturday service to provide caregiver respite.	74
Side-by-Side	Individualized care tailored to the specific needs of adults with Alzheimer's or related dementia.	17
		<b>91</b>
<b>COMMUNITY OUTREACH SERVICES</b>		
Case Management	Overall benefits coordination for individuals and families.	64
Emergency Financial Assistance	Emergency utility and rent support for families facing a temporary crisis.	762
Healthcare Advocacy	Advice on the cost-effective purchase and safe use of prescription medications.	2,950
Home Safety Assessment & Modification	Assessment of home safety and accessibility, with repair and modification as necessary.	395
Medical Equipment Loan Bank	Free medical equipment loans for those suffering or recovering from a debilitating injury.	1,090
		<b>5,261</b>

PROGRAM	SERVICE PROVIDED	CLIENTS SERVED
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### **VOLUNTEERS**

Home Visitors	Companionship and care for homebound elderly.	70
Program Volunteers	Volunteer opportunities in all aspects of OPEN HANDS program work.	575
Seniors Reaching Out	Acting and writing performance and workshops for active, arts-oriented seniors.	1,412
		<b>2,057</b>

### **THRIFT STORE**

Educator Cards	Monthly purchase credit for teaching supplies and materials for area schools.	117
Vouchers	Monthly credit vouchers for low income families.	312
		<b>429</b>

### **INFORMATION & REFERRAL**

Adult Day Services	Healthcare and service provider referral for elderly and disabled individuals and their caregivers.	242
Community Outreach Services	Referral for financial assistance, prescription drug benefits and home repair for low income families.	2,376
		<b>2,618</b>

**Total Served 10,456**

# Strategic Plan 2005-2007

## **OBJECTIVE 1 OPEN HANDS will enhance the quality of all programs and departments**

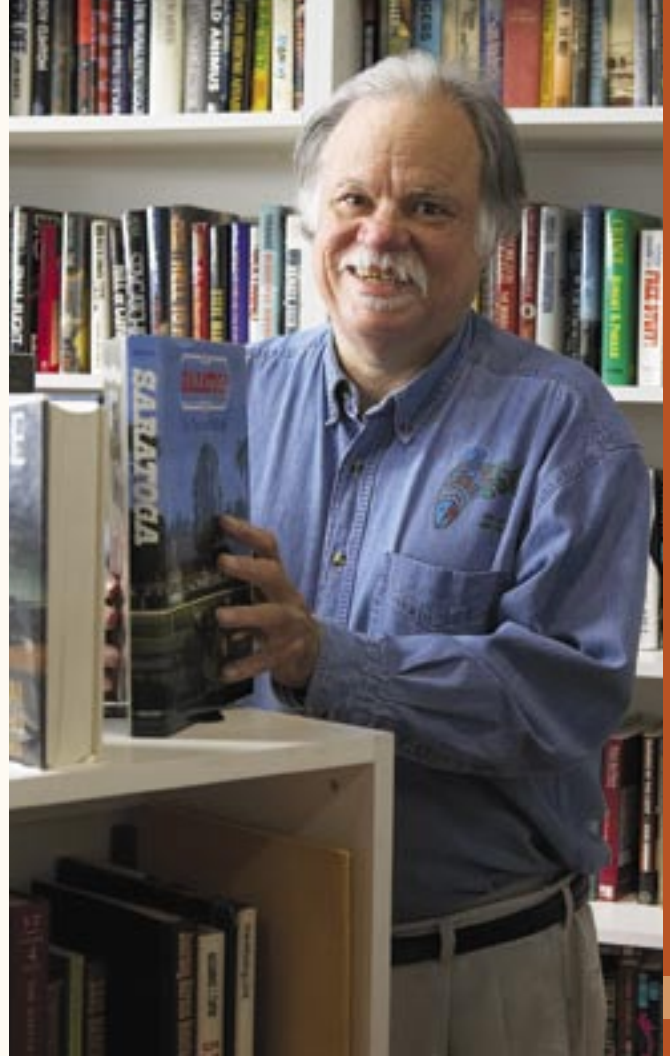
- Conduct in-depth reviews of all departments and their operations
- Conduct satisfaction surveys of clients on a quarterly basis
- Improve staff expertise through training, broader recruitment, and use of consultants and contract staff

## **OBJECTIVE 2 OPEN HANDS will increase its financial resources**

- Maximize earned revenue from Thrift Store
- Sustain and improve an ongoing fundraising effort
  - *Cultivation of new individuals by Board*
  - *Direct mail, government and foundation solicitations by management*
- Utilize non-traditional sources
  - *Actively search for methods that will enhance revenue from non-traditional sources, including such elements as subsidiaries and separate supporting organizations, joint ventures and mergers, and real estate*

**OBJECTIVE 3 OPEN HANDS will build community awareness and involvement**

- Create and sustain targeted marketing efforts on a program-by-program basis
- Enhance visibility through continued special events
- Influence governmental decision-makers through targeted efforts
- Increase cultivation efforts by Executive Director, i.e. Chairman of the Santa Fe Affordable Housing Roundtable and speaking engagements



## Board, Advisory Council & Staff

### BOARD OF DIRECTORS

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 Richard Vender, *Vice President*  
 Bryan P. Biedscheid, *Vice President*  
 Candace Hintenach, *Treasurer*  
 Robert E. Mallin, MD, *Secretary*  
 Edward B. Bennett III  
 Kate Fenner  
 Robbie O'Neill  
 Nicholas J. Smith  
 K. Jeffery Szabat

### ADVISORY COUNCIL

Hope Aldrich  
 Lisa Bronowicz  
 Peter Burman  
 Tommy Faber  
 Mimi Gordon  
 Rita Grant  
 Leonard Katz  
 Flora Lee  
 Maye Rivera  
 Barbara Rosen  
 Sandra Shell  
 Paul Stoesz, MD  
 Barbara Stream  
 Karen Walker

### STAFF

#### ADMINISTRATION

Tom Spray, *Executive Director*  
 Mary Lou Shaw, *Deputy Director of  
 Operations & Human Resources*  
 Dave Zerst, *Deputy Director of Program  
 Administration*  
 Jim Clymer, *Deputy Director of Business & Finance*  
 Joseph DiChiaro III, *Development Director*  
 Elaine Anaya, *Executive Assistant*  
 Mollie Monnig, *Administrative Assistant*

#### ADULT DAY SERVICES

Cindy Keiser, *ADS Director*  
 Andri Nestorowycz, *ADS Assistant Director*



Della C. de Baca, *ADS Registered Nurse*  
 Michelle Benavidez, *Program Assistant*  
 Fred Chavez, *Transportation Facilitator*  
 Mary Ann Garcia, *Program Assistant*  
 Francisco Marquez, *Food Coordinator*  
 Juan Carlos Martinez, *Program Assistant*  
 Laura McGrath, *Activities Coordinator*  
 Cathy Ortega, *Program Assistant*  
 Johnny Sena, *Driver*  
 Gavinita Smith, *Side-by-Side Facilitator*

#### COMMUNITY OUTREACH SERVICES

Bob Kerr, *COS Director*  
 Larry Garcia, *COS Coordinator*  
 Theresa Armijo, *Case Management  
 Assistant*  
 Charles Lury, *Senior Installer & Maintenance  
 Supervisor*  
 Ken Walrack, *Home Safety Installer*

#### VOLUNTEER PROGRAM

Jacquelyn Poplowsky, *Volunteer Coordinator*

#### THRIFT STORE

Laura Marino, *Retail Operations Manager*  
 Carmela Maestas, *Assistant Manager*  
 Patricia Ballas, *Sales Associate*  
 Jennifer Padilla, *Sales Associate*





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**THRIFT STORE** 851 W. San Mateo Road Santa Fe, NM 87505 505-986-1077