



IN TOUCH

Open Hands
Quarterly
Newsletter

April 2010



Photos, clockwise from upper left: Nellie Apodaca shakes things up during a musical activity in Adult Care Services. Wheelchair ramp designed and built by Community Outreach Services. "Holding Hands." Adult Care Services clients and staff dance their way to Mardi Gras. The Open Hands Thrift Store, 1836 Cerrillos Road, open from 10-5 Monday thru Saturday.



Our Twenty/Ten Campaign

It is Open Hands' goal to reach \$500,000 in the **Twenty/Ten Fundraising Campaign**, which continues through December 31 this year. We hope to reach this goal through the thoughtfulness of supporters in our community like YOU, who are willing to contribute \$10 or \$20 – *about the price of a movie* – to help us do the good we do for people in need.

Please join in, and please mark "2010" on your donation so we can track and reach our goal this year. And as always, we thank you!

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 _____

E-MAIL _____

ADDRESS _____

TELEPHONE _____

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 and choose "Donate Now." We will respond with a letter of acknowledgement, confirming that your gift is tax-deductible.

LETTER FROM THE EXECUTIVE DIRECTOR



Greetings! As the year progresses, I continue to be overwhelmed by the outpouring of support from this community. The response to our last newsletter was heartwarming. We deeply appreciate your many thoughtful notes and phone calls, and the donations that accompanied them. We will continue to publish our newsletter each quarter, to let you know all the latest happenings with our organization and the clients that we serve.

Bob Mallin is our longest-tenured Open Hands board member now, at 15 years and counting. He recently remarked to me, “We still face obstacles, but we’re making good progress. When I stand up, I can see the light of day.” Coming from Bob, who has witnessed so many of Open Hands’ changes and challenges throughout the years, that comment means a lot. It has been matched by many encouraging statements from past and present board members, staff members at foundations and government agencies, our donors and people in the community. I so appreciate all of you who let us know when you notice good things we’re doing.

I received quite the education by attending much of the Legislative Session this year. Open Hands participated and testified in many committee hearings. We met with some great people in our community when we participated in Senior Day and Disability Day at the Roundhouse. We were excited to have House Bill 41 introduced by **Representative Jim Trujillo**, who provided the launching pad for Night Lite, our new awake-at-night care program. We reached an agreement with staff from the state Human Services Department and Medicaid to recognize the night care program for elders as eligible for Medicaid funding. This was great news for our organization, as we have been trying to launch the program since last summer. It would not have happened without Rep. Trujillo’s wonderful, consistent support. Thank you, Representative! We have secured funding for a new scholarship program, as well, which will help people who need the Night Lite care services but are not enrolled in Medicaid and cannot pay the \$12.50-an-hour fee. **The McCune Foundation** graciously started our Night Lite scholarship fund with a generous grant. We thank them for this and for their many years of support. For more information about these programs, please contact Adult Care Services Director Roland Pool at 505-428-2347 (rpool@openhands.org).

We welcome the **Alzheimer’s Association** to Santa Fe. They have recently opened their Santa Fe office in our main building, at 2976 Rodeo Park Drive East. With many similarities in our missions, we look forward to a long and successful relationship. Look closely – you can see both of our signs in the photo.

We are excited about two additions to our board of directors this year – **Cynthia Brownlee**, our 2009 volunteer of the year, and **Elinor Patterson Roberts**, an attorney and trust officer for Los Alamos National Bank. Their perspectives and ideas will help us build community relationships and expand our services.

Among many improvements in the works, we are starting to ramp up our volunteer program. Our beloved former board president **Herb Beenhouwer** has graciously offered to chair the committee, along with Cynthia Brownlee. At one time, Open Hands’ extremely large and successful volunteer committee helped the organization with development, fundraising, community relations and services. This is one more piece from the past success of Open Hands that we’re glad to see reinstated. To learn more about volunteering, contact Colleen Keegan Falcone at 505-428-2365 (colleen@openhands.org).

We are looking forward to **two spring fundraiser events**: a dance to benefit our senior programs on April 23 at the Eagles Lodge, and our golf tournament on May 22 at Towa Golf Course at Buffalo Thunder Resort & Casino. I always look forward to these events as a chance to connect with people in our community, and as a reminder of why we at Open Hands continue to fight for our programs and services. It’s because good people want to help! It’s because of the clients who need us! Thank you so much for sharing your time, caring, thoughts & suggestions, and financial means.



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

MICHELLE M. DUBE, EXECUTIVE DIRECTOR

LETTER FROM THE BOARD



Awhile back, a friend asked me if I would be interested in serving on the Board of Directors for Open Hands. I told her I would be interested in learning more about the board and the organization. I sat and visited with Herb Beenhouwer, who was the board president at the time, and he explained more about the board and Open Hands' programs, I informed him of my background and experience. It seemed like a good fit. Open Hands is an organization that supports seniors and individuals with disabilities, and this mirrors my involvement in work and personal life – I work for the New Mexico Governor's Commission on Disability, where I have background and experience with disabilities. In addition, I have coworkers, friends and relatives who are elderly and/or have disabilities. I care a great deal about this subject.

My first meetings were learning experiences. I was able to see the finances and concerns of the board and learn about each program in detail. Open Hands was in an uncertain situation where the finances required to continue the organization's work were unstable -- due to a large

reduction in funding from the Aging and Long-Term Services Department, low enrollment in the adult day care program, and high-interest debt. It would take much work and a little luck to get our heads above water.

The assets going for Open Hands are the programs and the building; however, the greatest asset I found is the staff. The dilemma was to make enough expenditure reductions to stay viable, without sacrificing the delivery of service. Employees had to make some concessions. The staff, led by Michelle, came through with everything asked of them and did it with a positive attitude. I think that's because the staff believes in Open Hands as much as the board does. I can't say board members have agreed upon every issue to arise, and there have been some lively discussions, but when a vote is made, the board members move forward in a united direction. Board members respect each other's opinions and always have in mind what is best for the people served through Open Hands.

I am optimistic about Open Hands' future. The finances are looking better. We are serving more people in Adult Care Services. Home modifications, to make homes accessible to seniors and individuals with disabilities, have expanded statewide. A home weatherization program is beginning soon. Revenue from the thrift shop is improving; and we will be starting the Night Lite program to provide awake-at-night care for those who need it.

I wish to thank Open Hands' executive director, the staff, and the board for their dedication and hard work.

JOHN BLOCK, III
BOARD PRESIDENT

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
EDITOR.....Jeanette Alt Romero
PHOTOGRAPHY.....Open Hands staff
& volunteers
LAYOUT.....Jeanette Alt Romero
& Jennifer Muldoon
PRINTING.....Alphagraphics
MAILING.....PBA Direct

OPEN HANDS, INC.

Budget FY 2009-2010

	Current Fiscal Year (thru 2/28/10)	Last Fiscal Year
Revenue*	\$893,242	\$1,133,014
Labor Cost	\$529,528	\$724,652
Employee Benefits	\$121,723	\$140,770
Transportation Costs	\$ 25,286	\$ 35,559
Maintenance Costs	\$ 19,810	\$ 39,267
Supply/Mat'l Costs	\$100,041	\$121,874
Outside services	\$ 31,061	\$ 73,720
Building & Admin	\$ 93,060	\$100,301
TOTAL	\$920,509	\$1,236,143

The data shows we've reduced spending this fiscal year by \$315,634! View more financial information on our web site, www.openhands.org.

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

What A Difference A Sponsor Makes!

Sponsorships are an amazing gift to Open Hands. They allow us to pay for the costs of promoting and hosting a fundraiser event. By becoming a sponsor you allow us to do what we do best: helping the community through the monies made at events all going back into all of our programs.

Would you possibly consider becoming a sponsor for one or more of our events? Please contact Charles Veilleux at 505-428-2347 (charles@openhands.org).

Upcoming Events:

April 23, 2010

Spring Dance

to Benefit Open Hands' Seniors

Santa Fe Fraternal Order of Eagles, 833 Early Street, Santa Fe
Admission \$10 per person. All ages welcome. Live music by Durango!

May 22, 2010

Golf Tournament at Buffalo Thunder

\$150 per person of \$500 per team of 4

Registration 12:30pm

1:30 pm Tournament – Shotgun Start

September 18 & 19, 2010

Santa Fe Renaissance Fair

El Rancho de las Golondrinas

10 to 6 each day

\$8.00 per person

October 30, 2010

Fantasy Masquerade

Buffalo Thunder Hilton Resort Casino

8 pm to 1 am

January 14, 2011

Open Hands, Open Hearts Silent Art Auction

Location and details still to come

To learn more about Open Hands' events, visit www.openhands.org. We'll add information as each event takes shape.

Open Hands Thrift Store

A year has passed by in our new location in 1836 Cerrillos Road. After the revamp and management changes the store is running more efficiently and production level is at an all-time high. We now have daily specials: Monday Madness (all clothing \$1.00) Two for Tuesday (buy one item of clothing and get one free), Wacky Wednesday (buy two shirts, get a free pair of pants), Thrifty Thursday (everything half price), Freebie Friday (10 items of clothing for 10 dollars) and Saturday everything's always half price. Enjoy shopping our new spring hours: Mon thru Sat, 10 am to 5 pm. We also have extended our range – we can pick up donations in Albuquerque and Rio Rancho.

We now need donations of every kind – mainly men's clothing, artwork, furniture, and home décor. Due to weather and other issues, please do not leave donations when our store is closed.

Purchase an Open Hands shopping bag and receive an additional 20% off your purchase whenever you bring your bag into the store. Teachers, show ID to receive \$10 a month toward books, toys and games for your classroom. For any further information, please call 505-986-1077 or e-mail us at ohthriftstore@yahoo.com. Thank you! "It is wonderful working for an organization that does so much for the community. I enjoy every minute of this experience."

-- Mike Marler, director, Open Hands Thrift Store



Smiles every day! Thrift store staff, from left: Leroy Martinez, Alicia Mares, Michelle Gonzales, Mike Marler.

Volunteer of the Quarter: Evey Bialkowski



Evey Bialkowski has volunteered with Adult Care Services for five years. She is known to everyone, members and staff, as "Evey," because not everyone can pronounce her last name. In ACS, she converses, jokes and plays games with clients. She reads and discusses items in the newspaper that interest them. She also provides drink refills and helps lead the morning exercise.

Evey believes in helping others. She brightens up the morning, arriving at 8:30 AM to share breakfast with the earlier arriving members and in time to greet the members transported in by our vans who arrive between 9 and 9:30.

"When asked about my volunteer work at Open Hands, the first thought that came to my mind was how much I look forward to the days I 'get' to come to work," she says. "Being with the members is both enjoyable and rewarding – they are so kind and appreciative of anything I am able to do. I believe that in helping others, I help myself. I am 86 years old and I am honored to be named Volunteer of the Quarter for Open Hands. Thank you."

Thank you so much, Evey!

Community Outreach Services/Home Safety

At last, spring has arrived. A large number of our environmental modification (EM) jobs are in northern New Mexico, and we had to postpone numerous projects due to hazardous winter travel conditions. We are finally caught up and ready to plow ahead – no pun intended.

We see renewed interest from the private sector in our Tubcuts™ and other modifications. The City Of Albuquerque Senior Services and Habitat for Humanity have contacted us as well, interested in Tubcuts and other home modifications. We are seeing a surge in Developmental Disability (DD) environmental requests. Our fine reputation continues to grow.

A generous local foundation has once again stepped forward to answer some of the most pressing needs of the community we serve. We have been experiencing a huge demand for environmental modifications for people who are falling through the cracks in our system – people who are not eligible for other help, or who are on a years-long waiting list for the CoLTS C waiver program (formerly known as the Disabled and Elderly or “D&E” waiver program).

We are grateful that this concerned foundation is enabling us to address some of the most pressing needs. Many people who were on our waiting list can now live safely and independently in their own homes thanks to the inspired generosity of this caring group of people. On behalf of these clients, thank you!

Open Hands provides home safety services on a private-pay, sliding-scale basis to everyone. Estimates are provided at no charge. We serve all sectors of our population in all regions of the state. You need not be on a government waiver program to have us build your wheelchair ramp, walker-safe stairs, or remodel your bathroom to make it more safe and accessible for your needs. Please call the Home Safety Department at 505-428-2343 to discuss your needs and/or questions.

– Ken Walrack, director, Community Outreach Services



Adult Care Services

In Adult Care Services (ACS), we are creating a more festive environment by celebrating most any cultural event. Festivities during the first quarter included a Snow Carnival; a Valentine's Social; a Mardi Gras party complete with beads, doubloons, live music and dancing; a spring/St. Patty's day “county carnival and fair” with games and prizes for all, and a Country Western day with line dancers who gave an entertaining performance and taught lessons.

ACS welcomes two new staff members. Mary Quezada, a veteran Open Hands caregiver with 10 years of experience, came back from retirement and now works for us again as a care manager, and licensed art therapist Lorena Alvarez joins us as the new activities coordinator. She already knew our members and program, because she was an art therapy student at Southwestern College and was an intern in ACS for the past six months. Welcome, Mary and Lorena. In other staff changes, at the end of March we bid a nostalgic farewell to Mary Ann Garcia, who has retired. We will miss her warm compassion, leadership of activities, and her special way of leading the weekly Sing-a-Long.

We have reinstated one morning field trip in the van each week. Museums, the Santa Fe Plaza, and Canyon Road galleries are popular destinations. As the weather warms up, we will include snack lunches, allowing for longer outings of up to four hours' duration, including picnics. And as always, we offer beneficial meals and snacks, gentle exercise to help with strength and balance, and social and cognitive exercises, all designed to help our clients remain independent and able to live alone or with family for as long as possible, enjoying the greatest possible quality of life.

We are seeking donations of weather-resistant outdoor rocking chairs for our clients to enjoy in the courtyard. Studies show that rocking-chair time can improve cognitive ability and help slow the progress of dementia. Your donations of bingo prizes and arts/crafts supplies are always greatly appreciated, also. Thanks!

– Roland Pool, LMSW, director, Adult Care Services



ACS member Mary Ellen Tisler gets crafty with Activities Coordinator Lorena Alvarez.

OPEN HANDS STAFF

THRIFT STORE: Mike Marler, Director • Michelle Gonzales, Assistant Director • Leroy Martinez, Truck Driver/Merchandise Processor • Alicia Mares, 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 • Freddy Chavez, Transportation Manager • Johnny Sena, Van Driver • Eric Ortiz, Chef

COMMUNITY OUTREACH/HOME SAFETY: Kenneth C. Walrack, COS Director • Mario Guerrero Jr., Senior Installer • Aurelio (Lito) Trujillo, Installer • Mario Guerrero Sr., Installer • Terry Keegan, AAA Installer • Ashley Byford, COS Program Coordinator

ADMIN & EXECUTIVE: Michelle M. Dube, Executive Director • Colleen Falcone, Assistant Director • Jeanette Alt Romero, Media & PR Director • Charles Veilleux, Event Coordinator • Robyn Archuleta, Bookkeeper • Annette Marquez, Front Desk & Medical Equipment Loan Bank Coordinator

THANK YOU TO THE FOLLOWING CARING PEOPLE WHO MADE CONTRIBUTIONS TO OPEN HANDS BETWEEN 12/1/09 and 3/31/10:

The Abeles Foundation, Paul Abrams & Abigail Adler, Albertsons LLC, Ingeborg Allen, The Jonathan & Kathleen Altman Foundation, Julie Anderson, Keith Anderson & Barbara Lenssen, Anonymous, Phyllis Arlow & Donald Seeger, Jerry Avila, Nestorita Baros, Gloria & Max Baca, Joseph Barela, Ruth Beaty, Lisa & Gregg Bemis, Jr, Benevolent Patriotic Order of Does, John & Barbara Berkenfeld, Jerome & Susan Bernstein, Bonnie & Bernie Blough, Pavalá Bonavitacola, Dave & Sallie Brewer, Richard & Kathlyn Brooks, Kenneth Brooks & Rosalind Simpson, J&D Breen, Harold & Norma Brown, Dr. Pamela Burnham, Cheryl Busch, Harl Byrd, Christopher & Carol Calvert, Mary Carafelli, Martha Carrol, B. Chatterjee, Christmas in April, Thomas Claffey, Susan Chittim, J.M. Clark, June & Christie Cochrell, James & Annie Coogan, Michael & Charlotte Cunningham, Hope Curtis, Carol & Clifford Danielson, Virginia de Rochemont, George Dovenmuehle & Beth Prothro, Jessica Doyle, Judy Eckhart, Jean Eddy, Thomas & Julia Faber, Maria Felt, Kate Fenner, Robin Finlayson, Bonnie Fisher, Wendy Chapin Ford, Henry & Wanda Fong, MJ & Rita Gallegos, Donald & Lorraine Goldman, Alan & B. Joyce Graham, Rita Grant, Donald & Betty Gray, David Grusin & Nancy Newton, Wendell & Harriett Harris, Joan Harvey, Karen Heldmeyer, Stephen Jr. & Regina Hess, Robert Hillel, MD, Hoffman-Bravy Charitable Foundation, Nancy Holt, Kathy & Allen Jahner, Donald & Patricia Jochem, Kathleen Kerr, Kenneth & Julie Kirk, Robert & Doris Krause, Janet Kunkel & Cynthia Keiser, Norman & Ellen Kurnit, Kenneth & Mary Lou Kurtz, Donna Lanphere, Edwin Light, Marcia & William Litzenberg, M.D., Robert Mallin, M.D., Many Mothers, Judy Marks, Susan Martin, Joe & Evangeline Martinez, Paul & Linda McClendon, the McCune Foundation, William & Anne-Marie McKimmey, Jeanette "Boo" Miller, Katheryn Miller, Jeannette Johnson, Margaret Roberts Mall, William Meyer, James Mokres, Robert & Dorothy Montano, Kenneth & Nellie Moore, Margaret & Nardi Nance, The New Mexico Community Foundation – Equis I Fund and The Arcadia Fund, New Mexico State Employees Charities, Marjorie Obermaier, Armenie Penny Onegian, John & Barbara Oosterhout & Lani Cayot, Margaret Palumbo, Nancy Paap Wright, Ronald & Linda Palmer, Janet Peacock, Rod & Mary Pera, Montgomery Phister, PNM, Barbara Pomeroy, Marianne Potts, Joanne Proulx, Pauline & Thomas Quintana, William & Marleen Reiser, Juanita Renkoff, Gloria Richard, Maye Rivera, Kathleen & Gerald Rodriguez, MD, Danny Romero, A.E. Ross, Alan Ross, David Ruyle, Melodie Saiz, Santa Fe Center for Spiritual Living, Santa Fe Friends Meeting, Warren & Rosemary Saur, Patricia Sayre, School Heart Inc, Steven & Janet Schwarz, Nancy Scheer, Carmen Segura, Thomas & Christina Simek, Christine Simpson, Priscilla Smith, Spears Architects, Inc, Thomas & Hendrika Spier, St. Vincent Regional Medical Center – Case Management Dept, Liz Stefanics, Michael & Patricia Sullivan, Robert & Corrine Sze, the Taishoff Family Foundation, Ruth Thomys, H. Wolcott Toll, TransCore, UPS, Beatrice Valdes, Brenice Valdez, Victor & Barbara Valdez, Betty Valencia, D.D. Van Soelen, George & Ymelda Vejil, Richard & Arlene Vender, Veritas Foundation, Laura Walton, Robert Wartell, Julia Weills, Elizabeth West, Lilia Whitener, Jim & Helen Whitfill, Mary Wilan, Dulcencia Wilder & Ellen Bradbury Reid, Jane & Paul Wilken, Stephen & Eunice Williams, Dennis Williams & Patricia Kelley, Barak Wolff & Cecilia Popp, Zia Credit Union, Nora Zorich, Mr. & Mrs. Robert Weiss and The Robert G. Weiss Foundation, The Robert D. Williams Trust.

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