

ANNUAL REPORT

July 2001–June 2002

PRESIDENT'S MESSAGE

Last year at this time the Board of Open Hands had three specific goals. I am happy to report that in each area we have made great strides. We can all be very proud of what we do to keep people living in their own homes with dignity and independence. In the past year, Open Hands reached more than 11,000 individuals and families in Northern New Mexico, Santa Fe, Taos and Torrance Counties.

The first goal was to improve our visibility in the community. Our Coordinated Campaign increased the community's awareness of our needs. Its successful completion last fall was

an important accomplishment, fully funding the construction of our facility and ensuring the sustainability of our organization and its programs. Individual donors, businesses, and foundations include us in their conversations and recommend to others that they continue to donate to us because we get the job done. We have become known for our annual fundraisers, the Fall Auction and The Spring Style Show. These are community events that we all can enjoy and feel good about supporting. Our Thrift Stores continue to increase their customer counts

Continued, page 2



EXECUTIVE DIRECTOR'S MESSAGE

As the elderly and disabled populations in our community continue to grow, so do their needs for high quality care and services. We are committed to addressing these needs in as effective, efficient and compassionate manner as possible. In this past year we have seen a twenty-two percent (22%) increase in our total number of clients/households served (see accompanying charts) and a fifty-three percent (53%) increase in direct client services alone. Eighty-three percent (83%) of these nearly 12,000 individuals and/or households are considered very low or low income for eligibility purposes and therefore qualify for free or reduced fees for our services.

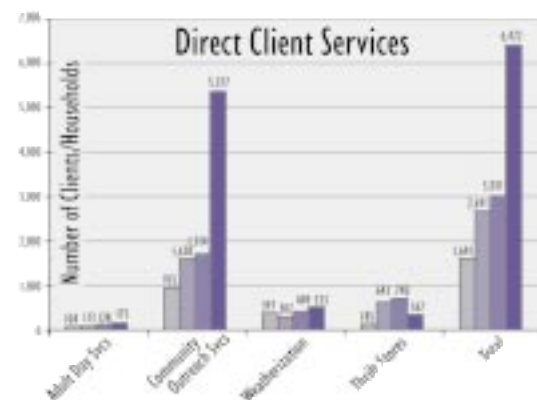
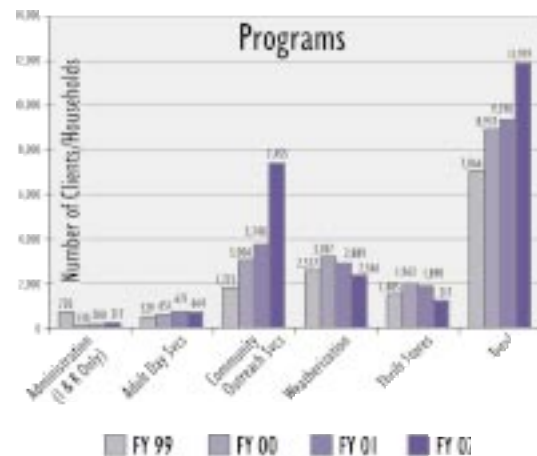
Advocacy remains a central part of our work as well, as we collaborate with other local and statewide organizations on legislative initiatives for increased program funding and support, new

and diversified services, improved medical prescription benefits, affordable housing, and adequate Medicaid funding to name a few.

In the coming year we look to expand our program services by providing caregiver support groups and education; increasing our home safety and Youth Service Corps activities; and exploring viable innovative long term care options such as Mobile Day Care and the Personal Care Option.

Last, and most certainly not least, our volunteers (individuals and businesses alike) must be acknowledged for their willingness to contribute their time, energy, expertise and most importantly their constant caring for the benefit of the people we serve.

Richard E. LaPan
EXECUTIVE DIRECTOR



ADULT DAY SERVICES

The concept of Adult Day Services is very often unknown and/or misunderstood by many families in New Mexico. Day services, to many, means child care. Open Hands, to many, means a thrift store. It is through time and education that families begin to realize the value of what adult day services are and how they can benefit the total family unit.

Enrollment in ADS was 129 individuals, a 14% increase from the prior year. At the end of the year 117 were enrolled in Adult Day Services and 12 in Side-By-Side, the program for Alzheimer's and dementia clients. There has been an increase in attendance with an average of 64 clients per day. ADS provides approximately 6,451.50 service hours within a 20-day period for a total of 79,072 this year.

The ADS facility accommodates 80 individuals and we are

presently serving 61 to 64 clients each day. Our staff consists of twelve full-time employees, five part-time, two part-time drivers and some on-call. We depend heavily upon volunteers and they never let us down.

Saturday Respite

The Saturday Respite Program is experiencing an increase in enrollment, serving an average of nine individuals each day. We hope that more families take advantage of this exceptional program. It has been well received by caregivers, as it allows them some "free" time on Saturdays. We will continue to urge families and caregivers to take advantage of this program.

One example is a seventy seven year old man who has suffered several brain tumors and is presently confined to a wheel chair. He lives with his wife and has been socially isolated, to a great extent, since 1995. He attends five days a week and is participating in all of the activities and some outings. His wife is able to pursue her own activities during the day, knowing that Mr. A is cared for and happy. Mr. A is just one example of the value of Adult Day Service Programs. Open Hands has been the forerunner in New Mexico.



PRESIDENT'S MESSAGE

Continued from page 1

and revenues. We received the first annual award of excellence for overall outstanding performance for Public Service Area II from the New Mexico Area Agency on Aging and the North Central New Mexico Economic Development District.

The second goal was to integrate all our services so that clients of Open Hands can have peace of mind that they won't fall through the bureaucratic cracks. Open Hands is one of nine Community Action Agencies in New Mexico. We have a network of resources that assist individuals and families help themselves. Our case managers work diligently to ensure that our clients and their families receive coordinated and comprehensive assistance. Examples include home visiting, food assistance, medical assistance, rent and utilities assistance, all creating safer environments allowing our clients to remain living independently.

The third goal was to increase the role of youth in all our programs. We now employ teenagers year round in addition to our summer Youth Service Corps, who work with our clients in the Adult Day Care program, at our Thrift Stores and for our Community Outreach Services. These young

adults work hard not only doing the "job" but also learning life skills for future employment. In the eyes of Open Hands these young people are bridging the generations. To further this goal, we have established a collaborative relationship with Rainbow Bridge, an organization that focuses on getting youth and elders together.

A disappointment during this past year was the termination of our Weatherization Program. Government funding has been consolidated, directed to other organizations in the state. All of Open Hands' responsibilities were transferred smoothly in April. We are confident that the needs of New Mexicans will continue to be effectively met.

In the year 2002, Open Hands is celebrating 25 years of service. If there is one thing that the Board and staff at Open Hands have learned, it is to be proactive in addressing any community needs within our mission. As we continue to serve the frail elderly, the disabled, and the economically disadvantaged, Open Hands will continue to build on its strengths.

PRESIDENT OF THE
BOARD OF DIRECTORS

WEATHERIZATION SERVICES

The Weatherization Assistance Program serves ten counties and eight pueblos in Northern New Mexico. This year (July-April) 523 households received weatherization services, 97% of which were very low or low-income households. Program services included energy assessments, replacement of broken heaters and windows, installing insulation,

and radon and carbon monoxide testing. These services were provided to folks that included a woman and her family in Chamita in Rio Arriba Co.; an elderly man and his wife in the village of Vadito in Taos Co.; a young woman and her 2 young children in Santa Fe Co.; an elderly couple that lives in Penasco; a lady in Colfax Co, on SSI; a young

woman and her 7-month baby boy in San Juan Co.; an elderly couple in their eighties on SSI; and an elderly couple with very low income in Ranchos de Taos. In April, we successfully completed the transfer of program operations, files and all physical inventory to a new administrative agency for the program.



COMMUNITY OUTREACH SERVICES

Community Outreach Services (COS) provided the following services to members of the community: Case Management, Home Safety Assessments and modifications, Medical Equipment Loan Bank, Commodities Distribution (federal surplus food items), Home Visitor Services, and Youth Service Corps.

COS assisted 7,455 clients and performed 12,758 units of direct service during the 2001-2002 fiscal year. The Youth Service Corps provided 71% more hours of service and Case Management/emergency assistance served 82% more clients than in the previous year. The Medical Equipment Loan Bank and Home Safety maintained

service levels consistent with the previous year. Commodities distribution was expanded into Taos County, and this service assisted 3,084 clients in Taos and Torrance combined.

This year, Open Hands received a 45% increase in funds from the federal government to assist clients in Taos, Torrance and Santa Fe Counties with emergency money for rent/mortgage, utilities, and prescription medication. Open Hands combined some of these funds with new funds from the State Agency on Aging to hire an additional staff member who spends 1/3 of his time as a Health Care Advocate assisting seniors in using their medications properly and safely, and the remainder of his time providing case management.

Through the support of board and community members, and the hard work of staff, and volunteers, COS expanded the total number of clients served this year by 90%. During the past five years, COS has consistently served more clients each year.

The following story illustrates two important aspects of the work of Open Hands' Community Outreach Service Program: 1) our clients have a strong and lasting bond with the agency; 2) we provide clients the opportunity to give as well as receive.

A year ago, Home Safety donated labor for construction of a ramp for a client who contributed the cost of the materials. The client's daughter recently called to inform us that her mother had passed away and she wanted to donate the ramp to us for use by another client. Another former client, for whom we had built steps, had also contacted us. She reported that her condition had deteriorated and asked if we could construct a ramp for her. Staff took the ramp apart and moved it from the one client's home to the other's home. In honor of her mother, the daughter is now having a plaque made in her memory and the client who received the ramp has agreed that the installation of the plaque on the ramp feels good to her too.



THRIFT STORES

The Thrift Stores provide operational income and goods for the programs and services of Open Hands. Net income from the stores for 2001-2002 totaled \$108,354. Our new location at 515 Cerrillos Rd has been in operation for 18 months.

Community Service

The stores not only provide an income stream for Open Hands but also serve as a sheltered workplace for disabled individuals and as a court-appointed community service facility. Young adults from the Santa Fe school system do community service for extra credits.

Recycling

The stores are a major center for recycling clothing, books and household items in our community. Merchandise is also donated to other non-profit organizations.

In-Kind Vouchers

Open Hands provides a program of in-kind vouchers, certificates and coupons for use at the stores. This year 367 vouchers were given to clients in need of clothing and household items. Teachers buying merchandise for their classroom receive a \$10.00 monthly discount.

Support is Great! Continued success of the stores is due largely to employees, volunteers,

people and businesses in our community who make donations as well as purchases.



STORE LOCATIONS

851 West San Mateo 986-1077 • 515 Cerrillos Road 989-7209

DEVELOPMENT & COMMUNICATIONS

We enjoyed a prosperous and solid fiscal year. We successfully completed our



The 2002 Spring Style Show

Coordinated Campaign with the generous support of community members, foundations, corporate funders and by meeting a \$215,000 challenge grant from the Kresge Foundation by asking community members to help take our campaign “Over The Top” by sending contributions of \$500 or more! A big thank you to Coordinated Campaign Co-Chair Flora Lee, whose hard work and commitment made our dream of providing the community with a beautiful, new facility to provide high quality, specialized services and a safe environment for our clients, come true.

Fund Raising Events

Our Annual Fall Auction was held in our new facility and featured a “Big Band” theme.

Our new home really rocked, as hundreds of attendees shopped for bargains and helped raise over \$25,000 to support Open Hands programs and services.

Local business supporters like Barbara Rosen Antiques & Estate Jewelry, Design Warehouse, and Clear Light Books hosted special benefit events for Open Hands.

Open Hands 2002 Spring Style Show was the best yet, raising over \$17,000 and drawing over 240 attendees, almost twice the attendance of the prior year.

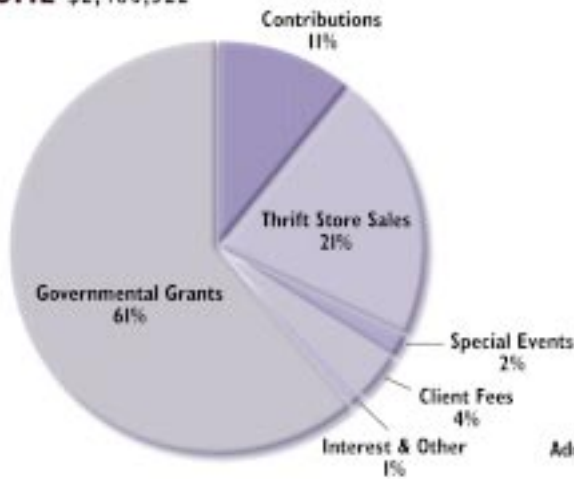
Marketing and Public Relations

Once again we received wonderful program coverage in feature stories and editorials in the Santa Fe New Mexican. In addition we were featured in articles in the Pecos Valley News and the Santa Fe Reporter.

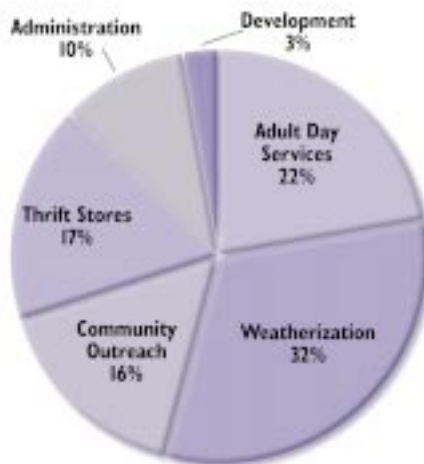
FINANCIAL REPORT (July 1, 2001—June 30, 2002)

Independent audit conducted by Betts, Bishop & Loggains, LLC

INCOME \$2,460,322



EXPENSES \$2,405,228



BOARD OF DIRECTORS

Maye Rivera, President
Bob Mallin, Vice President
Sandra Shell, Treasurer
Ruby Mengden, Secretary

Paul Abrams
Hope Aldrich
Laura Brouse
Peter Burman
Thomas Claffey
Eve Cohen
Bonita French
Mimi Gordon
Ruth Johnson
Lenny Katz
Jim Leatherberry
Flora Lee
LeRoy Marquez
Edward Moreno
David Oberstein
Paul Rainbird
Barbara Rosen
Paul Stoesz
Barbara Stream
Noel Valencia
Richard Vender
Richard E. LaPan, Executive Director

PROGRAMS

Adult Day Services

- Adult Day Care
- Side-by-Side Program for Alzheimer's & Dementia Clients
- Caregivers Support

Community Outreach Services

- Medical Equipment Loan Bank
- Volunteer Home Visitors
- Home Safety Assessment
- Youth Service Corps
- Community Action Program

Weatherization

- Weatherizing Homes

Thrift Stores

- Quality Resale Items
- Donations to the Community

Open Hands

2976 Rodeo Park Drive East
 Santa Fe, NM 87505
 505-428-2320
 fax 505-428-2361
www.openhands.org

