



JULY 2002-JUNE 2003

ANNUAL REPORT



President's Message

Last year, 10,000 people used the services of OPEN HANDS. That's a seven-percent increase in clients from the previous year, while the budget for these services increased by only four percent. What a tribute to the organization's hardworking administration, staff and volunteers.

Such an increase in clients should come as no surprise. Our nation's population is aging. Today, one in eight Americans is 65 or older and this segment of the population is expected to double in the next 30 years. New Mexico is among the top 10 states having the largest increase in its 65-and-over population and it has the highest poverty rate nationwide (24 percent) for this age group. In Santa Fe County alone, the 65-and-older population rose from 9,708 in 1990 to 13,964 in 2000—a 44 percent increase. And this trend is expected to continue due to the ongoing migration of retirees

into the area and the tendency for older, native New Mexicans to “age in place.” To meet this demand, our programs need to expand and increase just to continue serving the same percentage of the population.

But that's no easy feat given the current realities of decreasing government funding for many social services. As a result, non-profits that serve our community's disadvantaged, like OPEN HANDS, have to learn to work even harder and more efficiently than before. And that's just what we did last year, and will continue to do this year and into the future.

In a large part that's due to the new executive director we hired last year. In less than half a year in charge, Tom Spray helped to turn OPEN HANDS around financially, converting a potential deficit situation into a surplus while expanding services and maintaining quality. Recognizing Tom as the right

person to lead the organization was a major coup for our board of directors. Another was identifying Seniors Reaching Out, a local arts-focused organization of active seniors, as a group to bring value and skills to OPEN HANDS, and then overseeing their successful integration into our overall programs and services. We also held two successful fundraising events—the Fall Auction and Spring Style Show—to help offset decreased funding from traditional sources.

All this is a tribute to our board's commitment to this organization and our community—a dedication demonstrated by their growing involvement in activities, programs, and committees. Given this, I look forward to the coming year.

—ROBERT E. MALLIN, MD
President, Board of Directors



MISSION

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

BOARD OF DIRECTORS

Robert Mallin, MD, *President*
Ruby Mengden, *Vice President*
Noel Valencia, *Secretary*
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Laura Brouse
Peter Burman
Mimi Gordon
Lenny Katz
Barbara Rosen
Benjamin Saiz
Paul Stoesz, MD
Richard Vender
Tom Spray, *Executive Director*

EXECUTIVE STAFF

Tom Spray, *Executive Director*
Mary Lou Shaw, *Deputy Director*
Sergio Garcia, *Adult Day Services Director*
David Zerbst, *Community Outreach Services Director*
Mary Weidner, *Thrift Store Director*

OPEN HANDS SERVICES

Adult Day Services
Adult Day Care
Side-by-Side Program for Alzheimer's & Dementia Clients
Saturday Respite Care

Community Outreach Services

Case Management
Emergency Financial Assistance
Healthcare Advocacy
Home Safety Assessment & Modifications
Home Visitors
Medical Equipment Loan Bank
Youth Service Corps
Seniors Reaching Out
Thrift Store

ADDRESSES

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

Thrift Store
851 W. San Mateo Road
Santa Fe, NM 87505
505-986-1077

Executive Director's Report

This past year was filled with challenges and changes for OPEN HANDS. But I am happy to report that even in a difficult economic climate, we were able to increase the number of clients served, add new programs, and still maintain the same high level of quality that the community has come to expect.

I was pleased to have been chosen by the Board of Directors to become the executive director, first on an interim basis in February 2003 and then permanently in April. This was my eighth year with OPEN HANDS, and I have seen the organization grow and mature since I first became finance manager in 1995.

When I became interim executive director, we were facing a projected loss of \$50,000 by the end of our fiscal year in June. We immediately took steps to carefully monitor every expense, maintain strict cost controls, and evaluate every component of every program to improve efficiency. But one thing we would not change was the level of service to our clients. As you can see from our final financial report, we succeeded in all these areas by finishing the year with a small surplus and serving exactly 10,000 clients, seven percent more than the prior year. I believe that this speaks volumes about the quality and dedication of our staff, volunteers, and Board of Directors.

When we analyze our client population, it's easy to see why we do what we do—91 percent of them are classified as “very low income” (having 50 percent or less than the area median income), according to City of Santa Fe guidelines. For most of our clients, OPEN HANDS is their only option for adult day services, emergency cash assistance, home safety assessments and improvements, and a host of other services. Because of their low income level, only 4 percent of our rev-

enue for this year came from client fees.

A major programmatic enhancement was the successful integration of Seniors Reaching Out (SRO) into our activities. This organization of active seniors focusing on the arts joined OPEN HANDS in February, and we immediately took advantage of their skills by using them to direct art classes and various projects in our Adult Day Center. SRO also extended our outreach activities through its free performances at area senior centers, nursing homes, retirement communities, pueblos, and schools. Many more program improvements will follow in the coming year.

Another challenge that we faced was the destruction by fire of our Cerrillos Road Thrift Store in October of 2002. In response, we concentrated our efforts on the San Mateo Thrift Store and, by the end of the year, had netted more income from this one store than we had from both stores in the previous year.

Finally, it is especially rewarding to have your achievements recognized by others. OPEN HANDS received the Santa Fe Chamber of Commerce/Century Bank 2003 Business Excellence Award in the large non-profit category. This is a tribute to the hard work and dedication of our staff, Board, volunteers, and supporters in the community.

OPEN HANDS has served Santa Fe and Northern New Mexico since 1977. Our record of service is unmatched, and we look forward to many new opportunities in the coming year to maintain and build upon that tradition.

—TOM SPRAY
Executive Director

Thrift Store

Despite the loss of the Cerrillos Road Thrift Store from a fire, the \$425,884 generated from the San Mateo store contributed 25 percent of OPEN HANDS' total income for the 2003 fiscal year. In addition, the store provided a valuable community service by distributing 299 vouchers for free goods to individuals and families in need, as well as giving monthly discounts to educa-

tors for classroom use. It also serves as a sheltered workplace for individuals with disabilities, as a court-appointed community-service facility, and as a site where Santa Fe students can do community service for extra school credit.

For more information about the Thrift Store, call 505-986-1077. ■

Adult Day Services



Dancers from Baile Folklorico perform at the Adult Day Center.

OPEN HANDS offers a variety of therapeutic and recreational activities in a group setting for frail elderly, Alzheimer's or related dementia, developmentally disabled, socially isolated and physically challenged adults. The program is designed to activate, motivate, maintain and increase each client's cognitive, physical and emotional function through varied activities, exercises and field trips so they can continue to live at home or with family. Client to staff ratio is 5:1, most staff members are bilingual, and all attend specialized training on an ongoing basis. It is the

only adult day care program in Santa Fe County accredited by CARF, the Rehabilitation Accreditation Commission, as well as the only non-profit program. During the past fiscal year, 145 adults participated in one of its three components—Adult Day Care Center, Side-by-Side Program for Alzheimer's and Dementia Clients, or Saturday Respite Care.

Several changes were instituted during the year to ensure quality and improve future services. We began workshops in our dedicated art room and horticultural therapy in the com-

pleted greenhouse. We also hired a chef to prepare breakfast, lunch and snacks in our kitchen five days a week, instead of contracting with outside services for this food. This home-cooked food is of higher quality and more nutritious. Volunteers from Seniors Reaching Out, an arts-focused organization for active seniors that joined OPEN HANDS during the year, have been directing art classes, discussion groups, gardening activities, bingo and other events, as well as performing for the clients. And a Santa Fe Community Foundation grant funded a study to investigate the creation of support groups to provide social activities for elderly members of Santa Fe's growing LGBT community.



For more information about Adult Day Services, call 505-428-2336. ■

Community Outreach Services



Charles Lury constructing a home-accessibility ramp for a disabled client, one of the 170 individuals able to continue living in their homes last year thanks to necessary modifications by OPEN HANDS staff.

OPEN HANDS provides information and services to homebound, disabled or disadvantaged people

throughout the community so they can continue to live independently in their own homes. During the 2003 fiscal year, 7,101 people—a 32 percent increase from the previous year—used one of the program's seven components: Case Management, Emergency Financial Assistance, Healthcare Advocacy, Home Safety Assessment & Modifications, Home Visitors, Medical Equipment Loan Bank, and Youth Service Corps. Of these clients, 91 percent were classified as having very low income under Santa Fe city guidelines.

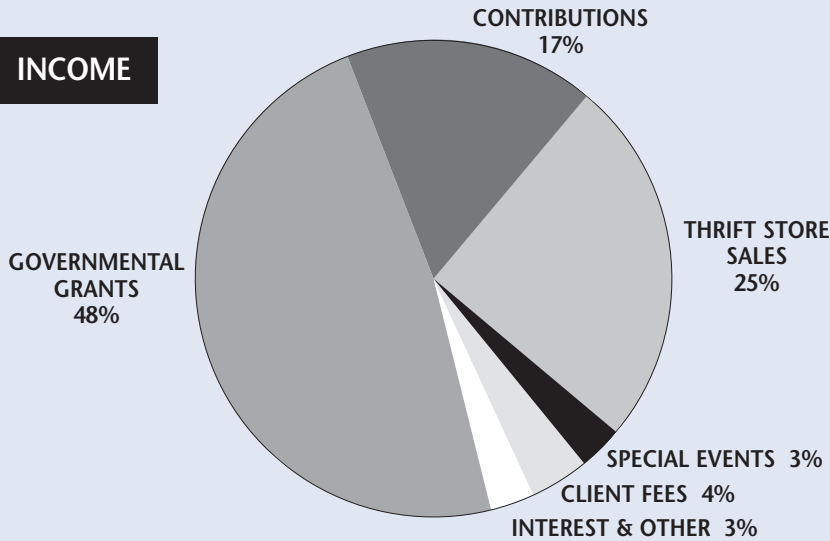
To handle this increased need, we hired a new case management assistant, a second home safety installer, and implemented a new client database. To verify that emergency financial assistance funds were being properly targeted and used to promote long-term self

sufficiency among low-income client, we conducted a needs survey. In addition to meetings with clients, our healthcare advocate developed a medication control sheet that allows individuals to develop a master list of all medications being taken to then bring to their doctors and pharmacist to examine for possible adverse reactions between the various drugs. Our home-safety team now brings these sheets to all clients who are receiving home inspections and/or renovations. Finally, the Medical Equipment Loan Bank received so many generous donations that we passed some of it on to senior centers in Española and Taos to assist them in creating loan banks of their own.

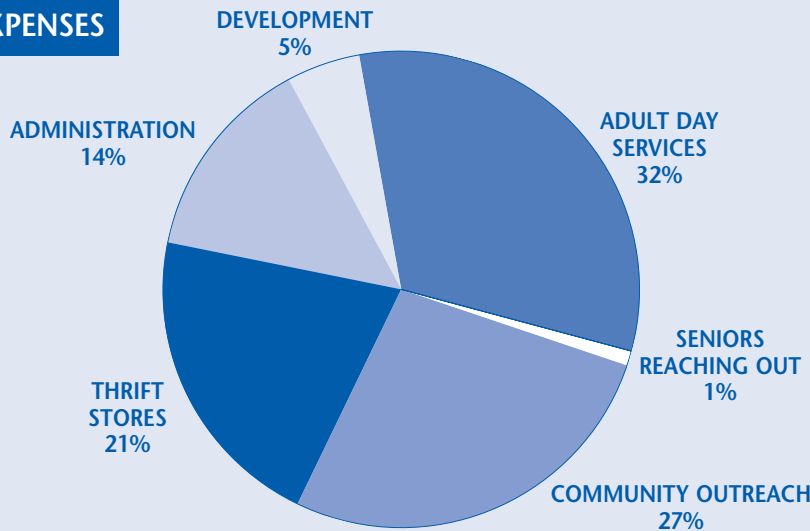
For more information about Community Outreach Services, call 505-428-2340. ■

FISCAL YEAR 2003

INCOME



EXPENSES



INCOME

Governmental Grants	\$798,344
Thrift Store Sales	425,884
Contributions	286,127
Client Fees	73,382
Interest & Other	58,148
Special Events	50,180
Total	\$1,692,065

EXPENSES

Adult Day Services	\$547,458
Community Outreach	457,294
Thrift Stores	353,304
Administration	239,356
Development	79,724
Seniors Reaching Out	13,903
Total	\$1,691,039
Net Income	\$1,026

STATISTICS

Clients Served July 1, 2002 – June 30, 2003

PROGRAM	NUMBER OF CLIENTS
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ADULT DAY SERVICES

Adult Day Care Center	101
Side-by-Side Saturday Respite Care	14
Total	145

COMMUNITY OUTREACH SERVICES

Emergency Financial Assistance	1291
Emergency Food Assistance	3316
Healthcare Advocacy	546
Home Safety Assessment & Modifications	170
Home Visitors	79
Medical Equipment Loan Bank	1020
Youth Service Corps	679
Total	7101

THRIFT STORE

Vouchers	299
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SENIORS REACHING OUT

Performances/Workshops	172
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INFORMATION & REFERRAL

Adult Day Services	492
Community Outreach Services	1791
Total	2283

TOTAL SERVED
10,000