A CARING STAFF AND DEDICATED BOARD OF DIRECTORS ARE COMMITTED TO MOVING ELDERHELP FORWARD.

**BOARD OF DIRECTORS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Russell Winslow</td>
<td>President, Attorney, Pestotnik, LLP</td>
</tr>
<tr>
<td>Nikki Baumgartner</td>
<td>Vice President, Partner, KNB Capital</td>
</tr>
<tr>
<td>Kerrie-Ann Stidum</td>
<td>Secretary, Financial Analyst, Morgan Borszcz Consulting</td>
</tr>
<tr>
<td>Bill Effert</td>
<td>Treasurer, Volunteer and Advocate</td>
</tr>
<tr>
<td>Nicole Darling</td>
<td>Past President, Public Information Officer, City of San Diego</td>
</tr>
<tr>
<td>Kurt Buske</td>
<td>President, A Better Solution Home Care &amp; Nursing</td>
</tr>
<tr>
<td>Candice Caufield</td>
<td>Legal Secretary, Buchalter, APC</td>
</tr>
<tr>
<td>Kristen Chazaud</td>
<td>CEO, Keepsake Companions</td>
</tr>
<tr>
<td>Danny Covarrubio</td>
<td>Team Manager, Medicare Operations Kaiser Permanente</td>
</tr>
<tr>
<td>Brendan Farrelly</td>
<td>Financial Specialist, Trew Financial and Benefits Group</td>
</tr>
<tr>
<td>Jamie Velez</td>
<td>Owner, Live 2 B Healthy Senior Fitness</td>
</tr>
<tr>
<td>Katie Wiest</td>
<td>Director of Operations, QUALCOMM Incorporated</td>
</tr>
<tr>
<td>Judith Wenker</td>
<td>Independent Law Practice Professional</td>
</tr>
</tbody>
</table>

**ADMINISTRATION**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
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</thead>
<tbody>
<tr>
<td>Deborah Martin</td>
<td>CEO/Executive Director</td>
</tr>
<tr>
<td>Anya Delacruz</td>
<td>Associate Executive Director</td>
</tr>
<tr>
<td>Lori Schmitz</td>
<td>Accountant</td>
</tr>
<tr>
<td>Gretchen Veihl</td>
<td>Director of Philanthropy</td>
</tr>
<tr>
<td>Carol Waltz</td>
<td>Grants &amp; Donor Relations</td>
</tr>
<tr>
<td>Erin McLaughlin</td>
<td>Development Coordinator</td>
</tr>
<tr>
<td>Sally King</td>
<td>Office Administrator/Intake</td>
</tr>
</tbody>
</table>

**PROGRAMS & SERVICES**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amy Hull</td>
<td>Volunteer Service Manager</td>
</tr>
<tr>
<td>Carrie McClellan</td>
<td>Outreach Manager</td>
</tr>
<tr>
<td>Dana Girard</td>
<td>Corporate Education &amp; Relations</td>
</tr>
<tr>
<td>Nanski Kiwanuka</td>
<td>Transportation Coordinator</td>
</tr>
<tr>
<td>Chris Mirsky</td>
<td>Transportation Assistant</td>
</tr>
</tbody>
</table>

**ADVISORY BOARD**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
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<tbody>
<tr>
<td>Judy Combs</td>
<td>Chair</td>
</tr>
<tr>
<td>Tex Cornwell</td>
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<tr>
<td>Ed Gergosian</td>
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<tr>
<td>Lisa Luiso</td>
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<tr>
<td>Micah Parzen</td>
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<tr>
<td>Lynn Silva</td>
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<tr>
<td>Karen Walker</td>
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</tbody>
</table>

Claudia Gavin
Care Coordination Manager

Angelica Hunter
Care Coordinator

Monica Gonzales
Care Coordinator

Kira Riley
Program Coordinator

Shanika Webb
Lead HomeShare Coordinator

Robin Strickland
Housing Services Coordinator

Dana Vacante
HomeShare Coordinator - Poway
A MESSAGE FROM 
OUR BOARD PRESIDENT

Thank you so much for your interest in ElderHelp. I’ve been part of the ElderHelp family since April 2013, and this has been my favorite year. We have really felt the positive impact from our supportive volunteers and donors. Without their support, we never would have accomplished all that we did this past year.

My gratitude extends to ElderHelp’s tremendously dedicated staff. They do the heavy lifting every day, and they’re passionate about carrying out ElderHelp’s mission. They motivate me and all of the Board to continue our work improving the lives of those who rely on us.

I’m also inspired by our seniors. We serve some truly incredible people. For example, one of our members does her own phone ministry on Saturdays and Sundays to uplift her friends because she knows how much it means for her to get a call from ElderHelp on the weekdays. Her thoughtfulness is a strong reminder that relatively small gestures often go a long way. It makes me think of when my grandpa would call me every day to chat. Each call started with: “What’s new, ol’ boy?” Usually not much had changed within the past 24 hours. Nonetheless, every call was meaningful.

And the impact... we provided 8,000 rides, nearly 12,000 volunteer hours, and gave more than 3,500 non-members valuable information on how to improve their lives. All of those numbers are new highs.

I am dedicated to helping ElderHelp reach new heights. More and more seniors need our help every day. I am confident in our ability to assist more seniors than ever before with our fantastic team of staff, volunteers, and donors. Thank you again for all that you do. We really appreciate it!

Russell Winslow, 
President, ElderHelp of San Diego 
Board of Directors
ElderHelp Serves Over 7,000 Seniors
ElderHelp continues to be a key resource for seniors, family caregivers, and the community, serving over 7,000 seniors in FY17.

Care Coordination Enrolls More Clients
In FY17, more than 370 seniors were served each month, receiving high-level care coordination and in-home services provided by volunteers.

ElderHelp receives calls locally and from all over the country. Last year, we fielded more than 3,500 calls.

IMPACTS & OUTCOMES

- Increased Access to Medical Care
- Reduced Falls
- Increased Understanding of Healthcare
- Decreased Long Term Care Placement

- 57% of rides were for medical appointments
- ElderHelp clients have 10% fewer falls than the average San Diego senior
- Provided 3 times more medical advocacy in FY17
- Decreased instances of long term care placement by 15%
A NEW LOOK FOR ELDERHELP
It's a new look for ElderHelp! The arched roof is gone, and the doors are wide open. But why the update? The landscape for seniors is changing and ElderHelp is leading the way to meet the growing needs of this vulnerable population. It's not just about a house anymore. It's about keeping doors open—offering door-through-door transportation, matching home providers with home seekers, and helping our seniors stay active, healthy, and connected to our community.

ELDERHELP’S INAUGURAL COMMUNITY OPEN HOUSE
Nearly 200 guests gathered at the Connections Center to celebrate ElderHelp’s impact in the community and take a tour of our new home. State Speaker Emeritus Toni Atkins addressed the crowd, highlighting her own personal experience as a volunteer. The crowd was inspired by HomeShare provider Cliff, who shared his experience of opening his home after losing his wife of 40 years. He stressed the importance of all community members working together to support each other.

HOLIDAY ANGELS
Our friends at UPS stepped up once again to make sure that San Diego seniors had something to celebrate during the holidays. These dedicated employees take time from their busy schedules year after year to deliver poinsettias, gift cards, and kindness to more than 300 clients who look forward to their visits. KUSI covered the kickoff festivities in the parking lot, complete with live music, an antique UPS truck, and photos with Santa. After a message from District Representative Chris Cate, volunteers loaded their cars and took off to deliver holiday cheer.

ESSENCE OF LIFE AWARDS & CHARITY AUCTION
The skies were cloudy, but the atmosphere at Southwestern Yacht Club was never brighter at our signature celebration, Essence of Life. State Assemblyman Todd Gloria's opening remarks recognized ElderHelp's vital role in improving the quality of life of San Diego's vulnerable senior citizens, and he assisted in the presentation of awards to Fran Styles—Inspirational Senior; Grossmont Healthcare District—Community Partner; Robbins Geller Rudman & Dowd—Corporate Partner; Cindi Hill—Ambassador; Jane Lindsey—Cynthia Hansen Member Spotlight; and Richard Taylor—Volunteer Spotlight. Guests enjoyed a heartwarming program while sampling delicious seafood bites and delectable desserts. Thanks to the amazing generosity of many in-kind donors, a festive auction generated great enthusiasm and support for our seniors.

SAN DIEGO CHAMBER OF COMMERCE AWARDS ELDERHELP
On Tuesday, May 2, the San Diego Regional Chamber of Commerce awarded ElderHelp with the Bill Trumpfheller Social Impact Award as a nonprofit dedicated to helping others and making a positive impact. In his remarks, Chamber President Jerry Sanders praised ElderHelp’s work in making a difference in the lives of San Diego seniors and their families. We’re honored to fulfill the legacy left by Bill Trumpfheller, a committed community advocate.
FINANCIAL SUMMARY*

We work hard to earn your trust—in caring for seniors and stewarding the funds of our grantors, donors, contractors, and clients.

With a 4-Star Charity Navigator rating, ElderHelp takes pride in the transparency of our financial health and accountability.

Presenting ElderHelp with the Bill Trumpfheller Social Impact Award, SD Chamber President Jerry Sanders noted, “All San Diegans need to pay attention to this vulnerable population. Congratulations to ElderHelp for finding innovative solutions that help seniors live independently in their homes.”

*ElderHelp’s 2017 Fiscal Year is July 1, 2016 - June 30, 2017
DEB’S REPORT

In the nonprofit world, we work hard to stay hopeful and optimistic despite the things we see and deal with every day. Even trained professionals and experienced social workers like those at ElderHelp can be deeply affected by the calls and cases we handle, and it’s not uncommon for us to become attached to the seniors we serve.

But inspiration is everywhere, and it’s there we choose to focus our energies and fill our reservoir of gratefulness. I’m inspired by our staff, the goodness of the work they do, and their heart and tenacity in doing what needs to be done. Our staff is inspired by our Board, each of whom personally connects to our mission and eagerly dives into each new challenge. We are inspired by our donors, who honor and support the dignity of our aging population and trust us with their investment. We are inspired by our volunteers, many of whom work full-time and raise families of their own, yet this year they still managed to donate more than 12,000 hours of service. Most of all, we are inspired by the seniors we serve. Their needs are sometimes simple and sometimes not—many just need someone to listen or care—but they are grateful and appreciative for the ability to remain in their homes safely and affordably, while maintaining their independence. It’s not uncommon to hear them say “I don’t know what I would do without ElderHelp. Thank you.” And that’s all the inspiration we need to keep doing what we do.

With warmest appreciation and gratitude for your support,

[Signature]

elderhelpofsandiego.org
Sustaining Partners in Caring
$150,000 to $500,000
The Harry and Jeanette Weinberg Foundation, Inc.
$75,000 to $100,000
City of Poway
San Diego Association of Governments
San Diego Housing Commission
$50,000 - $74,999
May & Stanley Smith Charitable Trust
Southwestern Yacht Club
$25,000 - $49,999
Alliance Healthcare Foundation
Arthur N. Rupe Foundation
Grossmont Healthcare District

We are grateful for the generous support of our community partners.

Premiere Partners in Caring
$10,000 - $25,999
AT&T
The Auen Foundation
Charles A. Frueauff Foundation Inc
City of Encinitas
David C. Copley Foundation
Ellen Browning Scripps Foundation
Eugene & Joan Foster Fund at the San Diego Foundation
Farrell Family Foundation
Connie Golden
Cynthia Hansen Trust
Parker Foundation
Darlene Shiley
The Women’s Foundation of California
UPS Foundation
Walter J. and Betty C. Zable Foundation
$3,600 - $9,999
Anonymous
County of San Diego
Nicole & Blake Darling
The DeFalco Family Foundation
Del Mar Healthcare Fund at the San Diego Foundation
Helmstetter Family Foundation
Cindi Hill
Mary Lemmon
Maureen J. Masserini Charitable Trust
Northrop Grumman
Gerald & Christa Reynolds
SDG&E-Sempra Energy Utility
Place Tegland
The Cushman Foundation
The Heller Foundation of San Diego
The Rancho Bernardo Community Foundation
Turk Family Foundation

Partners in Caring
$1,000 - $3,599
Anonymous
A Better Solution In Home Care
Anonymous Fund at the San Diego Foundation
Nikki Baumgartner
Sandra Berry
Chevron Humankind Matching Gift Program
City of El Cajon CDBG
City of Santee
Margie & Roger Coats
Yale & Judy Combs
Community Service Association
F.V. Tex Cornwell
Clara Marie Daniel
John Davis
Caroline De Vita
East County Senior Service Providers
Eric Ehrenfeld
Bill Eiffert & Leslie Hodge
Vicki Friedman
Gay and Lesbian Fund for San Diego
Mary Gibson
Greatcall Inc.
Hahn Loeser & Parks LLP
International Order of the Blue Gavel Auxiliary
International Order of the Blue Gavel District 15
Intuit
ITN America
National Philanthropic Trust - John G. Pitcairn Fund
Kaiser Foundation Hospitals
Keepsake Companions
Chadwick Krogh
Deborah Martin & Linda Barner
Mission Beach Women’s Club Foundation
Virginia Napieriske
William & Sandra Peavey
Timothy Pestotnik
Pratt Memorial Fund
Qualcomm Foundation
Robbins Geller Rudman & Dowd
Samuel I. and John Henry Fox Foundation
Neal & Margaret Schmaler
David & Stacey Schmolke
Jewish Community Foundation
Sonia Seiderman Memorial Fund for Elderly Endowment
Sycuan Resort & Casino
The Sundt Foundation
Thrivent Financial
Richard Tiefenbach
Tomlinson Foundation
Sharon Turner
Robert Wallace
Judith Wence
Robertha Westdal
Craig & Carol Whitwer
Wilson Duckett Development
Mary Wirges
$300 - $999
Anonymous
Donald & Diana Ambrose
AMN Healthcare
Jean Anderson
AT&T Pioneers, De Anza Chapter
AZ Distinguished Properties, LLC
Bonita Baumgartner
Bridgepoint Education, Inc.
Barbara Brown
Rebecca Byrom
Lenore Cantor
Cavignac & Associates
CDC Small Business Finance
CompuOne Corporation
DTI
E & J Gallo
Lynne Eddy
Deborah C. Ellis
Conception Solano Escamilla
Brendan & Bethany Farrelly
Jeffrey & Martha Filippi
Terry Filippi
Finance of America Reverse LLC
Francine Finn
Madeline Foster
Reginald & Linda Frank
Dave Gilboa
David & Marlene Gotz
Roland Gray
Brian & Hilary Harrison
Jason Hartley
Sherran Heitmann
Barbara Hunsaker
Peter Hunt
Jennifer Koonce
Elizabeth Kuhn
La Jolla Cove Bridge Club, Inc.
Michele Laden
Richard & Victory Lareau
Paul Lecoq
Live 2 B Healthy Senior Fitness
Dr. William & Barbara McColl
Charles & Martha Moffett
Kristen Morrison
Mimi & Mike Murray
Nonprofits Insurance Alliance of California
Tina Nova
Robert Paashaus
Pettit Kohn Ingrassia & Lutz
Donald Powell
Qualcomm Matching Grant Program
Kianoosh Radsan
Ray Frey Auto Center, Inc.
San Diego Girl Scout Council
Lori Schmitz & Steve Rodgers
Melissa Simonsen
Raymond & Lena Smith
David & Barbara Snodgrass
Kerrie-Ann Stidum
Szaras Company
Paula Taylor & Bernie Kulchin
R.W. & Donna Templin
Shirley & Jeffrey Thomas
Gretchen & Richard Veihl
Lynn Velez
Stafford & Sandra Walker
Wawanesa Insurance
WellnessRx Pharmacy Corporation
Katie & Greg Wiest
Elizabeth Winant
Russell Winslow

Community Partners
Under $300

Anonymous
Elidon & Muriel A'Bell
Affirmed Housing Group
Curlette Alexander
Thomas Alexander
Amazon Smile
Connie Anderson
Anette & Howard Asher
Alana Asmussen
Patricia Atkins
Charles Bahde
Elaine Balok
Mark & Vicki Barber
Teresa & Don Barth
Martin Bartolac
Andrea Bauer
Haim & Rosa Grunhaus Belzer
Linda Bonomo
Cindy Borges
Darryl Bowlin
Mary Bridge
Marquetta Brown
John & Laura Buell
Craig A. Bullock
Richard Burhenne
Peter Burns
Elaine Burrell
Clifford Burton
Kurt Buske
Ann Cameron
Linda Carney
Donna Carr
Keith Carson
Laurie Catron
Candice Caufield
Jamie & Jeremy Clear
John Clifford
Mary Clifford
Karen Collins
Mark Conolly
Patricia Contreras
Annette Conway
Stacey Cottrell
Danny Covarrubio
Jeffrey Cretan
Halbert Crow
Donna Crowley

Patricia Crowley
Michael and Debra D'Angelico
Alice & Donald Davis
Janie Davis
Paul Davis
Shari Dawson Shearer & Robert Shearer
Dorothea Dean
Anya Delacruz
Ron & Arlene Dixon
Jeanine Dodman
Courtney Doyle
Evelyn & Jimmy Elliott
Emily Wendell & Jeff Clark
Donald & Betty Erickson
George & Katarina Farrand
JJ Fetter
Barbara Filner
Harold & Ingrid Fischer
Terri Flannery
Sheila Fleming
Frank & Genevieve Fogg
Michael & Pamela Foley
Albert & Gladys Folkman
Ann Fowler
Amy Jo Frank
Anne Freeman
Shara Freeman
Eugene Frosio
Catherine Cole Gambacorta
Elizabeth Gazin
Gibson Financial Services
Bob & Linda Gillett
Donna Glenn
Steven & Gail Goldfarb
Robert & Ruth Goldman
Ross & Ashley Goldman
Ryan Gomes
Steve Gomes
Ashlee Gora
May Gould
Jeff Graham
David Gray & Sarah White
Grondin Construction
Marcia Gwin
H.G. Fenton Company
Deborah Hall
Lyn Hall
Nancy & David Haller
Daniel & Caroline Hamlin
Maggie Hannegan
Philip Harry
Linda Harshberger
George Hasbun
Jill Hasselquist
Paul Hegyi
Kevin Held
Carol Herceg
Heritage Senior Care, Inc.
Lindsay Herrell
Marsha Hickey
Jack E. Hieshetter
Paula Hill
Adrienne Hinkle
Ann Hoepnner
Thomas Hogan
Barb Holles
Carol & William Holman
Andrew Holmes
Michelle Horst
Brendan Hutchinson
Dom & Toni Ingrassia
Intuit Donation Matching Program
Diana Jameson
Jana Harris Painting Inc.
Drew Jensen
Jennifer Johnson
Warren Johnson
Amar Joseph
Marcy Kallusch
Todd Kapielian and Carol Morris
Katharine Keach
Rimah Khouri
Heather Kikel
Betty & Doug King
Ellen & Jerry King
Sally King
Suzanne King
Ken Knara
Jo Ann Knutson
Jacqueline Kreisler
Virginia Dolan Kuhle
Thomas & Elizabeth LaHay
Suzette LaSalle
Katharine Law
Carole Leavengood
S. Joy Liao
Gaye Lingley
Darren Litt
Eva Llanes
Lisa Lovern
Michael & Karen Lynch
Alexander & Ann Lyon
Sara Madison
Elizabeth Malachowski
Marianne Maloney
Phyllis Marion
Ralph and Lenore Martinelli
Marianne Masterson
Cynthia & Richard May
Robert and Barbara McBride
Carrie McClellan
Molly McConnell
Joseph McQuaide
Mt. Olive
George Murphy
Lynn Murray
Michael Muse-Fisher
Beverly Navarro
Jorge Navarro
Amy Nylund
Eric & Mary Odendahl
Ogami-USA LLC
Oggi's Sports Brewhouse Pizza
John Ohanian
Linda Oliver
Chris Olmsted
Susan Osteen
David Ott & Terri Parsons
Larry Oviatt
Edward Parker
Terri Parsons
Phyllis Pascoe & Andrew Castiglione
Marianne Patch
Charles Paynter
Eunice Pedersen
Ryan Perry
Aleese Petterson-Cotton
Jaime & Jane Pineda
Kelli Ann & Douglas Politoske
Paula Potter
Eve Pritchard
Prudential Financial
R. D. Olson Construction
Lisa Radnovic & Roger Coburn
Jenny & Glen Rappold
Everett & Marcia Ratta
Helen Redman
Terri & Bruce Reed
Douglas Rein
Daniel Reis
Shirin Rejali
Patricia Restaino
Dan Riedler
Diane Riehl
Felicia Roberto
Duff Roberts
Milton and Dorothy Roll
Dr. & Albert & Dorothy Romano
Joan Rompesky
Chris & Debbie Rowan
Thomas & Jeanne Royce
Don & Sandee Rugg
Lester & Geraldine Ryan
Lynn & Phil Ryan
Edwin & Hildegard Salkeld

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Richard Michelsen
Kent Michitsch
Margaret Miles
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Bill & Patty Moises
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Becky Moore
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Donald & Geraldine Morrison
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Juliet Saltman
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Andrea Savage
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Charles Schmid
Evelyn Schwarz
Leo & Frances Sciuto
Sempra Employee Giving Network
Thomas Shapiro
Diana Silvas
Denice Sims
Michael & Mona Sisson
Barbara Sklar
Lisa Smith
Shirley Smith
Janet Smith-Lowrey
Theresa & John Smullen
Sony Interactive Entertainment
Swetha Srialluri
Carol Stachwick
Teresa Stegman
Raymond Rogers Stelzner
Marilyn Sticher
Rodney & Elisabeth Stramel
William Strickland
John & Carol Stroud
Holly Strum
Audrey Swartz
Sean Swearingen
Karen Tangorra
Valerie Tehan
Fred & Pat Tellam
The Clay Company
The Mirandon Foundation for Hope
Bonnie Thomas
Eloise F. Thomas
Kevin Thompson
Ivan Toland
Edith Twomey
Norma Underwood
Maria Valdivia
G. Jay Walker
Karen Walker
Robert and Laura Walker
Carol Waltz
Isobel Watson
Chris Weber
Sheila Weinberg
Gerry Wheeler
Dr. Eric White
Nevenka & Philip Whitworth
Darlene Whorley

Our Legacy Partners
We recognize ElderHelp’s Legacy Partners—individuals, couples, and families who have remembered ElderHelp in their estate plans. This dedicated group of people have made the commitment to support ElderHelp perpetually. The foresight of our Legacy Partners secures ElderHelp’s services for future generations of seniors and their families.

Lucille Alari
Mary T. Anderson
Elizabeth Arnold
Natalie Blackburn
Bob Bush
Majorie Cheek
Maida Cooper
Ina Daugherty
Hazel Hall
Cynthia Hansen
Peggy Majomut
Catherine ‘Kay’ Jattros Miller
Hilda L. Seyboth
Walter Seymour
Miriam Stevens
Samuel Trozzo
Care Coordination
Formerly known as Concierge Club, ElderHelp’s Care Coordination program and Care Coordinators provide case management, assessment, and care planning while connecting older adults to volunteers who provide in-home assistance. In FY17, more than 370 seniors were served each month. Hospitalizations are high among seniors, so ElderHelp provides transitional care and medical advocacy to reduce hospitalizations and readmissions. Our clients have 10% fewer instances of hospitalizations than the average San Diego senior. The fall rate among our clients is also lower than the average San Diego senior. We reduced instances of falls by 2% in FY17.

Seniors A Go Go
Seniors A Go Go continues to provide door-through-door transportation services for medical and non-medical appointments. This helps seniors remain independent and connected to their communities. In FY17, ElderHelp provided more than 8,000 rides, a 21% increase from last year. More than half of all rides were medical related. Our seniors are also accessing rides to social activities and exercise programs, which are critical to their overall health and wellness.

Employed Family Caregiver Support
ElderHelp offers informative learning opportunities at local corporations to help support employed family caregivers—those who are working full and part time while also caring for an aging loved one. The tools ElderHelp provides for employed family caregivers are on-site lunch and learns at local corporations, monthly webinars and online courses, and access to resources and information.

HomeShare
HomeShare is a unique roommate matching service that also provides housing navigation for those looking for affordable housing. In its 25 year history, the HomeShare program has created over 1,000 years of stable housing. The average length of a HomeShare match is approximately 4 years, with the longest running match lasting 14 years! In San Diego, there is 1 affordable housing unit for every 29 seniors in need. HomeShare uses existing housing stock to match those with a spare room to those looking for alternative housing options—placing 60% of new program participants in affordable housing.

Information & Referral + RUOK Check-in Calls
ElderHelp provides resources and support for seniors, their loved ones, and other community members. We fielded 3,545 calls in FY17. RUOK is a program that provides daily check-in calls to ensure the well-being of isolated seniors. These calls provide companionship and also serve as a safety check. RUOK provided over 7,000 calls in FY17.
PROGRAM REPORT

Care Coordination
• Served over 370 seniors each month
• Enrolled 13% more clients in FY17
• Provided 3 times more instances of medical advocacy
• Decreased number of clients moving to long-term care by 15%

Seniors A Go Go
• Provided over 8,000 rides—a 21% increase from FY16
• 57% of rides were for medical appointments
• Volunteers completed 94% of all rides, a 6% increase from FY16

Employed Family Caregiver Support
• Hosted 14 webinars with 50% increased attendance in the last 6 months
• 92% of webinar users said they would refer friends to the webinar series
• Launched self-paced online courses, including four separate modules

HomeShare
• Provided 2,895 housing consultations, with nearly 50% of inbound calls related to housing
• Maintained 54 ongoing connections in San Diego, Poway, and Encinitas—10% more than FY16
• Launched quarterly Match & Mingle events to connect home seekers and home providers needing affordable housing options
• Hosted over 150 activities at Hotel Sanford, providing education, community building, and engagement to 130 seniors at this low-income senior residence

Information & Referral
• Includes benefits counseling, resource referrals, and one-time home maintenance requests
• Fielded 3,545 calls from all over the nation
• The average time spent per call is 20-30 minutes
• ElderHelp fielded 583 calls from East County and 558 from the Poway area

Volunteers
• Enrolled and vetted 123 new volunteers—a 21% increase from FY16
• Provided 11,323 volunteer hours, valued at over $312,000

DeeDee’s Story
With four loving daughters, DeeDee and her husband of nearly 70 years are surrounded by love and care. As a poetry writer and journalist, DeeDee has taught school, published newspaper articles, and even struck up a friendship with Albert Einstein while visiting Princeton University. She lives a vibrant life. But her husband’s health challenges take away from DeeDee’s ability to get out and be active. Seeing ElderHelp’s flyer at a local coffee shop, DeeDee’s daughters knew that finding a volunteer for their mom would help to balance the needs of both parents. While the daughters help their dad, DeeDee enjoys day trips with her volunteer, Amanda. “It feels great to know our mom can continue to live an active life,” says her daughter. “ElderHelp keeps her energized and sharp. So sharp that our mom recently won the Lakeside Library poetry contest. We are so proud of her, and so thankful for this support.”
VOLUNTEERS GIVE SO MUCH TO ELDERHELP

Judith Abbott
Trina Abbott
Crystal Abraham
Kalyn Acy
Yvonne Aguilar
Thomas Alexander
Gheety Allahi
Jean Anderson
Andrew Andow
Michael Appelman
Alejandra Aranda
Patricia Atkins
Glenda Avance
Brittany Bachmann
Monica Bae
Jennifer Baker
Suzanne Bard
Bobbi Barlin
Brenda Barr
Ana Barroso
Alexis Barry
Suzanne Bass
Jennifer Batt
David Beaubouef
Lynda Becksmith
Vincent Berardi
Jennifer Bergstrom
Simin Bestall
Ava Bhavsar
Kienan Bjorklund
Dan Blair
Hilary Blake
Michael Boden-Baumann
Cheryl Bolovits
Barry Bongers
Linda Bonomo
Kim Bozart
Lorraine “Lori” Brown
Rebecca Brudnok
Alina Burgi
Susan Busch
Barbara Bush
Stephanie Buss
Kathryn Butterfield
Yolanda Byrd
Maria Caccavo
Cyril Cajulao
Frank Candelaria
Lyn Cape
Sally Caperton
Judy Carol
Leah Carpentier
Nicole Carrera
Fran Carroll
Janed Casady
Gary Catalano
Tanishq “Nish” Chander
Andrew Cheskay
Grace Chi
Eugenia Chung
Anne Clifford
Crysta Clifford
Mary Jo Coit
Ann Cole
Robert Colleran
Ross Cooling
Joan Cooney
Robert Cortat
Carmen Coverdale
Debbie Creasey
Colleen Cruz
Ann Cummings
Patricia Curlee
Aric Curtis
Lora Daines
Chris Eilertson
Patricia English
Tosha Engstrom
Angela Euth
Lu Anne Evenson
Patricia Feron
Joan Fitzgerald
Rich Flammer
Nancy Fletcher
Olivia Flores
Pedro Flores
Vincent Fontimayor
Ruth Franger
Linda Frank
Joseph Freitas
Vicki Friedman
Edith Fuentes Mendoza
Jonelle “Mary” Garzanelli
Ruth Gezachew
Chelsie Hata
Bernadette Heavey
Shalayna Hernandez
Marsha Hickey
Samuel High
Cindi Hill
Jamie Hill
Jaimie Hilton
Wesley Hilton
Lois Hodik
Christopher Holguin
Elizabeth Holman
Katy Holt
Victoria “Tori” Hook
Jeffrey Hovland
Sally Howard
Ana Hubbell
Mary Hughes
Pamela Humes
Catherine Inglassia
Nicholas Jackson
Lindsay Jacobs
Natasha Jacobs
Ruth Japtok
Aloysius “Joe” Jarvis
Arlene Jarvis
Aguilar Jeanna
Rebecca Jimenez
Denise Johnson
Anne Jones
Karen Jorgenson
Whitney Joseph
Jim Kalb
Daniel Kalenov
Michelle Kalenov
Kelsey Kammeraad
Zlata Karas
Catherine Keaney
Emily Keaney
Megan Keever
Lauri Keller
Ryan Kelly
Rick Kessler
Stephanie King
Mary Esther Kitaen
Terry Kitaen
Jeanine Kleeman
Allison Komiyama
Sandy Kritzer
Russelle “Rusty” Kuehl
Mary Ruth “Ruth” Landal
Kathy Lang
Lisa Lang
Susan Larson
Barbara Lasher
Nancye Launer

ElderHelp volunteer, Lora, honored as Healthcare Hero by Grossmont Healthcare District
THANK YOU TO ALL OF OUR DEDICATED VOLUNTEERS. WE TRULY APPRECIATE EVERYTHING YOU DO FOR SENIORS.

Barbara Lauta          Judy Mohney          Neli Reznik          Michael Taylor
Samia Lavenant          Jack Morehouse        Leslie Rhoney         Richard “Dick” Taylor
Peter Lavivong          Kathy Morgan          Kadek “KK” Rich       Grace (Huguette) Tchuemegni
Heather Lawler          Richard Morgan        Spencer Richard      Stephanie Tharp
Deborah “Debbie” Lejeune Beverley Morisako     Diana Richards       Tracy Thomas
Susan Leonard           Katie Moulder          Sonya Riddle         Amy Thornton
Larissa Loroux          Carina Munardi        Kira Riley           Alba Thurman
Miles Levine            Claire Murphy          Robert Roberto        Melanie Tilton
Mattie Lewis            Lee Anne Murphy       Charlene Roberts      Lindsey Tobey
Priscilla Lewis         Madelyne Myers        Veronica Roesser     Luz Toro
Sheri Lewis             Tyra Myles             Catherine “Katie” Rogers
Yanjin “Jane” Li        Rafay Navaid          Jeanette Romero      Kiet Tran
Eun Jung “EJ” Lim       Rowena Neiley          Richard Rosenborg   Andrea Tripoli
Crystal Little          Deborah Neuman        Edda Rottscheidt     Toni Turbyfill
Jamie Lloyd             Diana Neville          Chris Rowan          Cheryl Turman Zaitz
Josh Logan              Jacob Northern        Bruce Rowe           Susy Turnbull
Tiffany Lolirio         Pamela Nozot           Cristina Ruffo      Sharon Turner
Leanna Long             Larry Nuffer            Mike Russell         Vanessa Tyler
Jerrod Lottinger        Amy Nylund             Matthew Ryan         Nancy Tyning
Lisa Lovem              Noelle Ojeda           Eduardo Sanchez      Gonzalo Urrutia
Laura Lowe              Brooke Oligny           Humberto Sandez      Het Vaishnav
Alyson Luciano          Ann Olson              Johanna Saretzki     Amanda Valencia
Michael Luckett         Danna Olson            Andrea Savage        Jessica Valenzuela
Kim Lunsford            Richard Owen           Roberta “Lynn” Savage
Andrew Macdonald        Ramesh Palaparthy      Paul Schankin        Marcia Veltre
Kate MacWilliamson      Joanne Paler           Jeana Schlauch       April Vercammen
Hannah Maness (Logan)    Lindsey Palmer         Johnny Schmidt       Jennifer Verkest
Christine Mara          Cindy Pan              Amanda Sealover      Tonya Weaver
Sarah Mark              Anshul Pandey          Sharon Sengphanith   Jason Weisz
Scott Markus            Evelyn Parada          Nanette Sharp        Judith Wenker
Julie “Jules” Martindale Gaurang Parkh          Stephanie Shehi      Roberta Westdal
Arnold Martinez         Jooyoun Park           Jessica Sheu-Gruttadauria
Ross Martinson          Jordan Parkins         Marlie Shields-Markert
Linda Mattern           Carol Parks            Kendra Shiu          James Whitaker
Adrianna McCollum       Edward “Ed” Parrish     Tawnia Shore          Chelsea White
Andrew McCulloch        Troy Pearson            Julie Shullo          Mary “Ruth” White
Bill McGarr             Vicki Pendleton        John Silcox          Frederick Will
Mia McGrew              Chamilka Perera        Audrea Silva          Cheryl Williams
Erin McKenzie           Vickie Phan             Kirstin Silva         Erica Williams
Eugene “Gene” McMahon   Jaime Pineda           Caitlin Simas        Kerry Wilson
Alexandra McNair        Nancy Piper             Angela Smith          Mary Wirges
Lawrence “Larry” McNamara Parisa Pirayesh        Crystaline Smith     James “Jim” Wong
Stella Medina           Eric Pitarresi         Emily Smith          James Woodruff
Franciane Medina Dos Santos Beth (Ilanaan) Pittman  Susan Speed        Belen Ybarroondo
Shital Mehta            Kathleen Polley        Whitney Spencer      Karen Young
Mary Meier              Donna Poole            Kerrie-Ann Stidum    Donald “Don” Zatyko
Jessica Mendoza         Adrienne Prezzano        Zaneta Stinson       Christine Zhu
Sarah Menke             Nancy Pritchett       Marie Stockton       Farid Zine
Al Merker               Sally Provow            Rod Streeper         elderhelpsandiego.org
Angie Merker            Frank Pucharski        Michael Strong       elderhelpsandiego.org
Alison Miceli           Jenny Rappold          Stephanie Stubbs     elderhelpsandiego.org
Gabriel Miles           Tim Ray                Nita Stuckwish       elderhelpsandiego.org
Lisa Miller             Joshua Ready            Patrick Sullivan     elderhelpsandiego.org
Erin Milligan           Zandra Rempola         Kimberly Swierenga   elderhelpsandiego.org
Christina Mirsky        Anisio Resem            Janet Taipale        elderhelpsandiego.org
                                                Simon Tattersall     elderhelpsandiego.org
“Living and giving is what keeps us moving forward.”

These are the words of ElderHelp client Marilyn. Raised in a family of 10 siblings, Marilyn learned early on that sharing is an important part of life and generosity sows deep rewards. The pictures on her walls and the DVD collection on her bookshelf depict a life rich with family and friends and her passion for James Bond movies. As an athlete who ran track, she loves the action-packed dramas. Marilyn also loves the friendship of her ElderHelp volunteers. “I’m so glad I have someone to do my grocery shopping,” she states. “I like my own cooking, and this way I get to make the things I like to eat.” Marilyn also loves receiving daily RUOK calls. She knows the voice of each volunteer caller and it brightens her day to chat about the news, who might be coming to visit, or how she is feeling. In fact, she enjoys these calls so much that she does her own phone ministry to uplift her friends on Saturdays and Sundays because she knows how much it means to her to get a call from ElderHelp on the weekdays.

**MISSION**
ElderHelp provides personalized services and information that help seniors remain independent and live with dignity in their own homes.

**VALUES**

**COMPASSION**
We are supportive, caring, and empathetic—we strengthen lives.

**INTEGRITY**
We do the right thing even when no one is looking. We remain focused on those we serve, and we are trustworthy and honest.

**COMMUNITY**
We passionately pursue our mission, emphasize collaboration, strive for productive communication, and seek to cultivate goodwill.

**ACCOUNTABILITY**
To our mission and stakeholders, we are dependable and responsible. We are fiscally sound, and will be sustainable for generations to come.

**RESPECT**
We honor the process of aging; we listen and acknowledge others’ ideas, are considerate, and value diversity.

**EXCELLENCE**
We strive for quality in all we do; we are responsive, innovative, and efficient.