SOCIAL ACCOUNTABILITY 2016

EPISCOPAL
SENIOR COMMUNITIES

# Social Accountability 2016

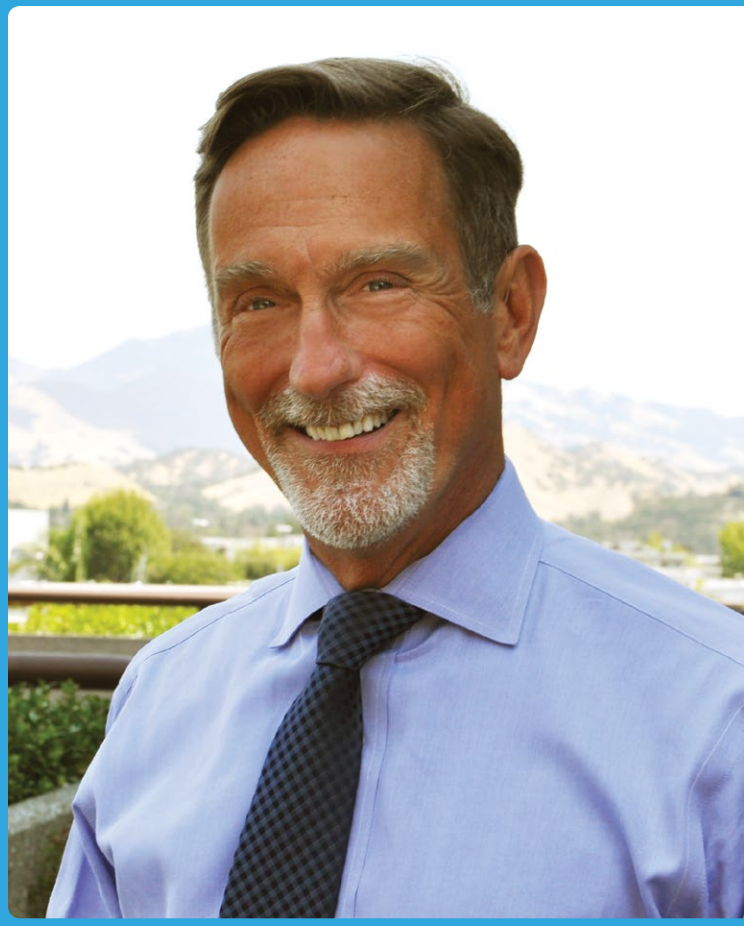
## Episcopal Senior Communities is deeply committed to charitable service.

We believe we have a responsibility to give back, to support those seniors who cannot afford to pay for services, and to be good neighbors in the communities we serve.

ESC's unique community program, Senior Resources, seeks to alleviate isolation, engage seniors, provide access to nutrition, and resources to help seniors live safely at home.

We would not be able to deliver any of these programs without the seniors who give countless hours of their time. Their volunteerism is critical to our success, enriches their lives, and provides purpose.

We invite you to take a look back over the last year at the lives we have touched, and join us as we celebrate those who make it all possible: our committed Board members, generous residents, hundreds of senior volunteers, and supportive employees.



## "Volunteerism is the heart and soul of our community programs."

–KEVIN GERBER, PRESIDENT & CEO

**ESC is proud of its volunteer Board, the members' expertise, as well as the countless hours and dedication each individual contributes.**
A dedicated volunteer, Board member Nancy Duranteau exemplifies this commitment and passion for making a difference. "One of the things I really enjoy about the Board is that it is full of high-powered individuals who are willing to bring their expertise to the field to strengthen and contribute to the organization," says Nancy. "I get to leverage my skills and contribute to a great cause."

Nancy sees the value in engaging seniors and is a huge proponent of volunteerism. "There are seniors who claim that volunteering brings meaning back to their lives," Nancy shares. "Our Senior Produce Markets are a perfect example. The nutritional aspect is important, but when the seniors volunteer at a market, it gives them a community to get engaged in; it provides a purpose."

"When you volunteer, it expands your focus from self to the community; you're not just doing something for yourself, you're helping others – and that's what connects us to each other."

–NANCY DURANTEAU, ESC BOARD MEMBER

# Senior Produce Markets

**ESC's Senior Produce Markets provide seniors with outstanding fresh and healthy produce at wholesale prices.** Housed at affordable housing communities, churches, and senior centers, ESC's Senior Produce Markets work with nonprofit partners to provide access to nutrition, create community and volunteer opportunities, and link seniors to additional services and information.

We are grateful for the 325-plus seniors who volunteer at the markets each week, for without them the markets wouldn't exist. "Senior Produce Markets give volunteers purpose as well as make them feel valued," says Senior Produce Market Director Sheila Womack. "The volunteers come together to work towards a common goal."

**Mission within a mission:** each week ESC Senior Produce Markets donate unused, perishable produce to others in need. A few of our partners this last year included: Food Runners in San Francisco, Loaves and Fishes in Pittsburg, St. Matthew's Food Pantry in Sacramento, City Team in Oakland, and the VA Center in Santa Rosa.

***The seniors at Valley Vista Senior Housing Community celebrate the grand opening of their market; this marks the third successful collaboration between ESC and Beacon Communities Affordable Housing.***

## DEDICATION AND COMMITMENT TO
# COMMUNITY HEALTH

Jan Yaxtheimer and Maury Treleven have led the market at St. Paul's Episcopal Church in Salinas since it opened in 2009. Maury tells us, "Jan is truly the glue that keeps the market together." Jan says that in addition to providing healthy produce options, "our intent has been to build a sense of community. Every single market day, without fail, I'll hear a shopper say they are thankful for us."

One unique attribute of the market is its commitment to recycling: "We are very big on zero waste," says Jan. Even the bruised lettuce leaves are given to community members to use as feed for chickens. In addition, people in the community bring in their surplus produce, enhancing the market with home grown apples or tomatoes.

"We have 27 amazing volunteers — it's what keeps me coming each week. Our volunteers are an extended family."

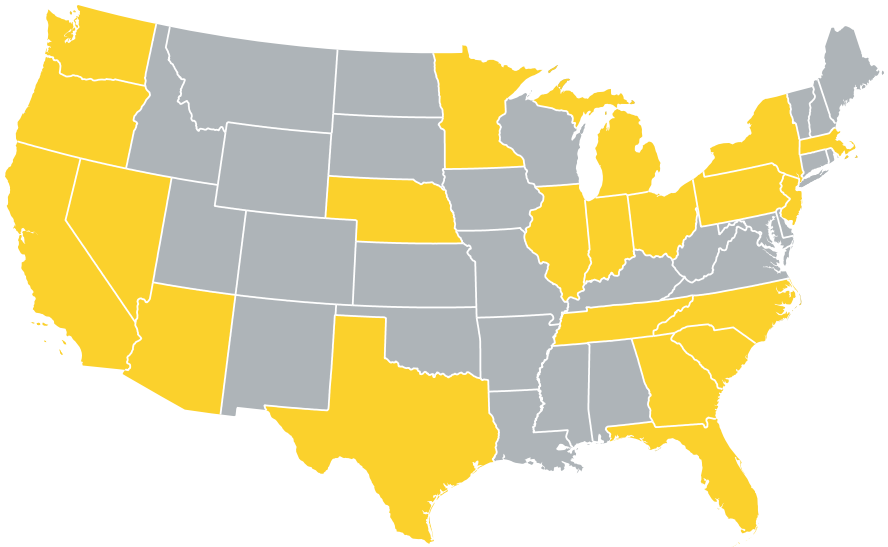
–JAN, SENIOR PRODUCE MARKET VOLUNTEER

## VOLUNTEER SPOTLIGHT

"Senior Center Without Walls has been my life for the last twelve years. I discovered it was the ideal place for me. Facilitating a group is one of the most creative things I know. As a former social worker, I had that need to be needed. That was the most important thing."

–LYNNIE, SCWW FACILITATOR

# Senior Center Without Walls



**Senior Center Without Walls (SCWW) is an award-winning program offering activities, education, friendly conversation, and an assortment of classes, support groups, and presentations to seniors. Each week, seniors can access over 70 groups by phone or online, all from the comfort of home.**

SCWW was created with the goal of providing a community for isolated seniors; it now engages close to 700 seniors across 25 states. The participants, staff, and over 60 active volunteer facilitators comprise a community that cares about each other and values being connected.

**"Senior Center Without Walls is keeping me alive and giving me hope."**

**SCWW STAFF CONDUCTED A SURVEY ON THE IMPACT OF SENIORS' PARTICIPATION:**

- **73%** report a connection to others
- **59%** report reduced feelings of isolation
- **68%** report improved mental health
- **73%** report intellectual stimulation
- **18%** report improved physical health

Staff asked a new participant from Florida about her experience in her first group and she said, "I have tears falling down my face. Senior Center Without Walls is keeping me alive and giving me hope. I am isolated and so lonely. When I listen to these women, they not only give me courage, they give me hope. Hope for living with chronic pain." –Iris, 77 years

# ElderWISE

**ElderWISE, ESC's friendly visitor program, matches trained volunteers with seniors who are isolated and face loneliness and depression.** These visits are important for the senior to stay connected to the world, to have someone listen to their stories, and to know that someone cares. This last year the program matched volunteers with close to 125 seniors.

The program attracts volunteers of all ages and backgrounds. Director Vanessa Sacks claims "this program bridges the generational divide: millennial volunteers in their twenties connect with clients born in the 1920s." Time and again, the volunteers report how the program not only benefits the senior but also themselves: they've moved to California from the East Coast or other countries and they miss their families — ElderWISE provides a surrogate family for both elder and volunteer.

**ESC is proud to now offer this program in five counties:**
San Francisco, Alameda, Marin, Sonoma, and most recently, Los Angeles!

Google We are thrilled to announce our new partnership with Google — ten employees have now signed up, attended our training, and are happily matched with senior clients.

**The heart of the program continues to be the volunteers:**

- Jeannette is 81 years old and continues to volunteer with ElderWISE despite not having a vehicle — she rides the bus to visit her match each week;
- Lizzy was a dedicated volunteer who moved to Asia and continued to visit older adults — now back in San Francisco, she immediately asked for a new ElderWISE match;
- Kera is an RN at Stanford Hospital who still finds time to volunteer.

**"Our volunteers are as unique and talented as our clients. For a client who may not see anybody for days, a friendly volunteer visitor lights up their heart."**

–VANESSA SACKS, DIRECTOR OF ELDERWISE

## VOLUNTEER
# SPOTLIGHT

James had participated in big Brothers Big Sisters for a number of years, but was seeking a program that helps older adults. That led him to ElderWISE. He often makes his visit after work, and he and his senior client share highlights from their day. James says, “She has a beautiful view, so we usually watch the sunset together. You get a different perspective being able to spend time with someone older. She makes me appreciate the small things.”

“Seeing how happy and appreciative she is to see me makes me get excited to go visit her. Being able to give back to even just one person in the community makes a big difference.”

–JAMES, ELDERWISE VOLUNTEER

## VOLUNTEER SPOTLIGHT

"As long as I'm able, I want to give back. I'm happy, so I want to pay it forward!"

–ARNOLD, TELEPHONE REASSURANCE VOLUNTEER

# TELEPHONE REASSURANCE

**Sometimes a simple act can have a huge impact.** The 40 seniors who received a call three times each week last year reported that they feel like they matter, that someone will care if they don't answer the phone, that someone will actually come and see if they — and their pets — are okay.

"They appreciate hearing a voice," reports one volunteer. "You don't have to say much — they just enjoy knowing someone cares." And we do.

The dedicated volunteers who placed 3,685 calls to at-risk seniors this last year are an extraordinary group. They take the time to listen and to care. When one of the senior clients went to the hospital, the volunteer took it upon herself to pay a visit. Several times, our volunteer callers have discovered clients to be in very difficult situations and have taken appropriate action by calling Adult Protective Services, the police for wellness checks, and emergency contacts for check-ins.

Many of the clients who participate have been marginalized by poverty or illness or lack family support. Our program provides an important service in aiding isolated seniors, as most participants live alone and are worried that if something happens to them, no one will know. The calls and weekly conversation provide that extra sense of peace and security. The program reduces isolation and helps the participants feel safer and more connected to their community.

Initially started in Marin, the Telephone Reassurance program is now expanding to serve seniors in San Francisco and Sonoma Counties.

ONE VOLUNTEER DESCRIBES HER EXPERIENCE:

**"I value my volunteer time with this program, as it nourishes my need for personal contact and utilizes listening and problem solving skills I acquired in my nursing career. This is a time I look forward to in my week and I am grateful for the opportunity to give back."**

# HOME SHARING

**ESC's Home Sharing program in Marin has continued to thrive.** Housed at Whistlestop in San Rafael, Program Director Leslie Klor fielded close to 2,400 calls last year, providing critical housing counseling, supporting seniors as they plan for their future, alleviating fear, and successfully matching 33 home seekers with home owners.

Modeled after the nationally respected home sharing program operated by HIP Housing in San Mateo County, Home Sharing Marin pairs home seekers with homeowners in need of companionship, an exchange of services, or rent that helps meet monthly expenses. It is an innovative way to use existing housing accommodations to meet the escalating housing crisis in the Bay Area.

Based on our success in Marin, ESC partnered with Northern California Presbyterian Homes & Services to successfully launch HOME MATCH San Francisco, which pairs homeowners with home seekers who live, work, or study in the City. Spearheaded by Supervisor Katy Tang, the program is also based on HIP's successful model and was initiated through a collaboration between Supervisor Tang, United Way Bay Area, the Mayor's Office of Housing and Community Development (MOHCD), and the Department of Aging and Adult Services.

Shireen McSpadden, Executive Director of the San Francisco Department of Aging and Adult Services, showed her support at the launch, stating "this is the perfect kind of partnership. One of the things we do in the department is study the senior population to figure out their needs. They are living with less income than the rest of the general population, and this program can help them stay in their homes."

**Marin Success Stories:**

**"As my first month of shared housing turns into the second, I am taking a moment to thank you for connecting us. Claire has gone out of her way to make me feel at home. So thanks for all the work you do – I'm a real believer in sharing!"**

–PIERRETTE

**"I have been totally satisfied with Graham in sharing my home. He is responsible and considerate and we get along well – thank you so much for this help."**

–ROBIN

**"Phil and I want to thank you for all of your hard work. Most of all, for making a connection of us, making it possible to live and work in Marin."**

–PHIL AND BRENDA

"I really want to encourage you to talk to your friends, talk to your neighbors, anybody who you feel might have an empty room in their house that they feel could be well-occupied by a student who desperately needs a place to live, or a teacher who wants to stay in San Francisco."

–BRIAN CHEU, MOHCD

## HOME MATCH SAN FRANCISCO
# LAUNCH

# SENIOR RESOURCES

*Respect Connect Engage*

**ESC's flagship community services program, Senior Resources, serves thousands of low-income and isolated seniors each year** through services and activities that help prevent social isolation, and increase food security, home safety, and community health. In addition, we provide Information and Referral services in seven Bay Area counties; last year our directors fielded close to 8,000 calls on a range of issues such as housing, food, utilities, medical benefits, and legal issues.

Another core program is our Emergency Funds program in which we distribute emergency funds to seniors in dire need and nowhere to turn. The program began with a $1,000 gift 20 years ago. Last year, Episcopal Senior Communities distributed $85,377 to over 400 desperate seniors — seniors without adequate funds to purchase food, pay utility bills, afford their prescription drugs, or pay their rent. Working directly with seniors as well as in partnership with local agencies, we have seen time and again how a one-time payment of $300 or less can make all the difference in a senior's quality of life.

## Success Story:

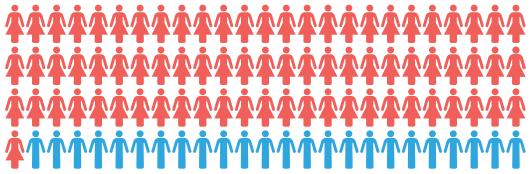
A 63-year-old senior was in dire need of an expensive dental treatment in order to retain her teeth. With a referral to an affordable dental clinic and the help of ESC's Emergency Funds assistance, she was finally one step closer to being able to chew food again. She said, "Being there for me at this particular time is a real blessing, because I was in danger of losing all my teeth; I'm grateful to ESC for this help!"

***Episcopal Senior Communities wishes to thank the SCAN Health Plan and Community Foundation Sonoma County for their support of ESC's Emergency Funds program.***

## WHO DO WE SERVE?

**60% between the ages of 70–90;**
**8% over 90 years of age;**

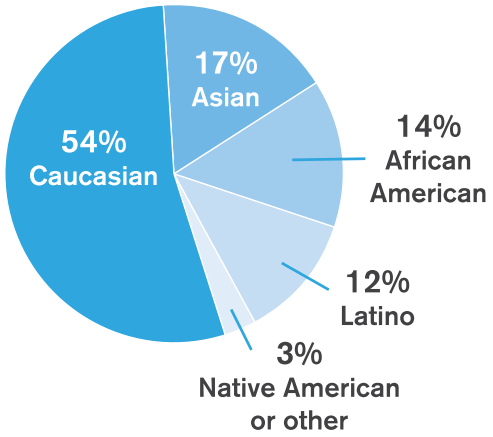
**72% live on less than $25,000 a year**, with 49% of total served living on less than $16,500 a year;



**76% Women; 24% Men**

**44% report living alone;**

**31 languages represented amongst the seniors we serve**, with Spanish, Mandarin, Cantonese, and Korean being the most prevalent.




## ESC'S CHARITABLE COMMITMENT

Last year, ESC dedicated close to **$3.9 million** to provide life-changing support for seniors, including **$1.6 million** towards Residents' Assistance. These *Circle of Friends* funds give the residents the security they need to thrive and live full lives.

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ESC would like to thank all of the individuals, nonprofit partners, and vendors who participated in our fundraising efforts. In addition, we would like to thank the following funders:

- Darby Betts Fund
- County of Marin
- Marin County Supervisor Arnold
- City of Novato
- County of Marin, Aging and Adult Services
- Community Development Block Grant Program, Marin
- Community Foundation Sonoma County
- SCAN Health Plan
- Sonoma Wine Country Weekend
- Community Foundation for Monterey County
- Share the Spirit East Bay, *a program of the Bay Area News Group-East Bay Times, administered by the Contra Costa Crisis Center*
- Marin Community Foundation

SENIOR RESOURCES
*Respect Connect Engage*

# ALAMEDA COUNTY

**What began as a small luncheon has grown into a monthly event: at St. Augustine's Church in Oakland, over 80 seniors have a healthy, nutritious meal, receive information, and are referred to other ESC community programs.**

Recently, a caretaker pushed her senior client in a wheelchair several blocks to attend the luncheon. On the second and fourth Sunday of every month they also attend the Senior Resources Pantry of Hope at St. Paul's Church. The caretaker uses these occasions to engage the senior and provide him with new experiences. He enjoys the opportunity to select his own food at the Pantry, which causes this "somewhat challenging" individual to smile!

Designed to help community members in need, The Pantry of Hope served over 125 unduplicated seniors this last year. The Pantry is unique in that participants select the items they want or need, rather than receiving a pre-packed bag. The volunteers are a committed corps of seniors and youth who welcome and encourage seniors of different cultures to meet and greet each other with respect.

Senior Resources and the SF Chronicle Season of Sharing Fund work collaboratively to meet the needs of seniors who require assistance. According to Director Carolyn Bolton, "Season of Sharing has been a life saver when the senior's emergency fund request exceeds what Senior Resources can offer. Often times a senior will have multiple needs: furniture, a rental deposit, or utility assistance. I can visit the senior and determine the extent of the needs, and then between our two programs, we can create a solution."

> **"Carolyn, thank you for your kindness: you're a godsend! I was at my wit's end and didn't see the light at the end of the tunnel – I prayed and God gave me favor with you – you paid my back rent and for that I will be eternally grateful and I will always try to continue to 'pay it forward.' May God bless you all and keep you in His care."**
>
> –A SEASON OF SHARING CLIENT

## VOLUNTEER SPOTLIGHT

"I love working at the Pantry. Seeing the appreciation as seniors pick up a bag of food is all the thanks and recognition I need."

–GLENN, PANTRY OF HOPE VOLUNTEER

## VOLUNTEER
# SPOTLIGHT

**“Some of the folks live alone and don’t have someone to help with minor repairs around the house,” says volunteer Clayton Worsdell. “They can’t afford to hire a repair service because they are on a fixed income. I enjoy meeting and helping these seniors stay in their homes safely and independently for as long as they can.”**

**“I enjoy volunteering because it makes me feel good that I can help, or provide a service to those in need in our communities. When volunteers join together, we become a team who can make a difference locally and globally.”**

**–CLAYTON, ROTARY HOME TEAM VOLUNTEER**

SENIOR RESOURCES
*Respect Connect Engage*

# CONTRA COSTA COUNTY

**Rotary HOME Team, a partnership between ESC and local Rotary Clubs, has been providing basic home maintenance and repair services for six years to older adults in Contra Costa County.** For many seniors, common household repairs are no longer easy to do, family members may not live nearby, and the cost of hiring a handyman is prohibitive. Volunteer Rotarians change lightbulbs and smoke detector batteries, fix leaky faucets, running toilets, and perform other small indoor repairs. ESC provides program coordination and outreach in the community. The program supports older adults as they continue to live safely and independently in their own homes. The HOME Teams also share information regarding senior services, and our Directors of Senior Resources are always available for further support.

We would like to thank the following Rotary Clubs for their service to seniors: Clayton Valley Concord Sunrise, Danville Sycamore, Lamorinda Sunrise, Pittsburg, Pleasant Hill, Antioch Delta, Antioch Sunrise, and Brentwood. Last year the HOME Teams served close to 200 seniors in Contra Costa County.

**Praise for the Rotary HOME Team services:**

**"These three gentlemen are my heroes! They were so helpful to me!"**

**"The volunteers who arrived Saturday were the most cheerful, kindest, and caring guys. Replaced my batteries in the smoke alarms in a flash. Thank you!"**

**"This is a fabulous service that helped me so much and saved me money. I am grateful it is available for seniors like me."**

**Telephone Reassurance comes to Contra Costa County:** Based on the success of the Marin program, as well as identified need, Senior Resources has plans to launch "Friendly Calls," a telephone reassurance program in Contra Costa County. Trained volunteers will provide support, peace of mind, and contact with others to help older adults remain safely in their own homes. Goals of the program include decreasing social isolation and loneliness as well as developing a personal, caring relationship to maximize the senior's ability to age well in place.

SENIOR RESOURCES
*Respect Connect Engage*

# MARIN COUNTY

Knowing that good nutrition is a key element to successful aging, Senior Resources/ Novato Independent Elder's Program (NIEP) proudly offers four "Eat Well" programs at the Margaret Todd Senior Center:

**Home Delivered Grocery Program:** In partnership with Novato Safeway, NIEP recruits and trains volunteers who shop for and deliver groceries to homebound seniors. The program aims to improve quality of life by keeping abreast of safety issues in the home, providing information about additional resources, and being friendly visitors;

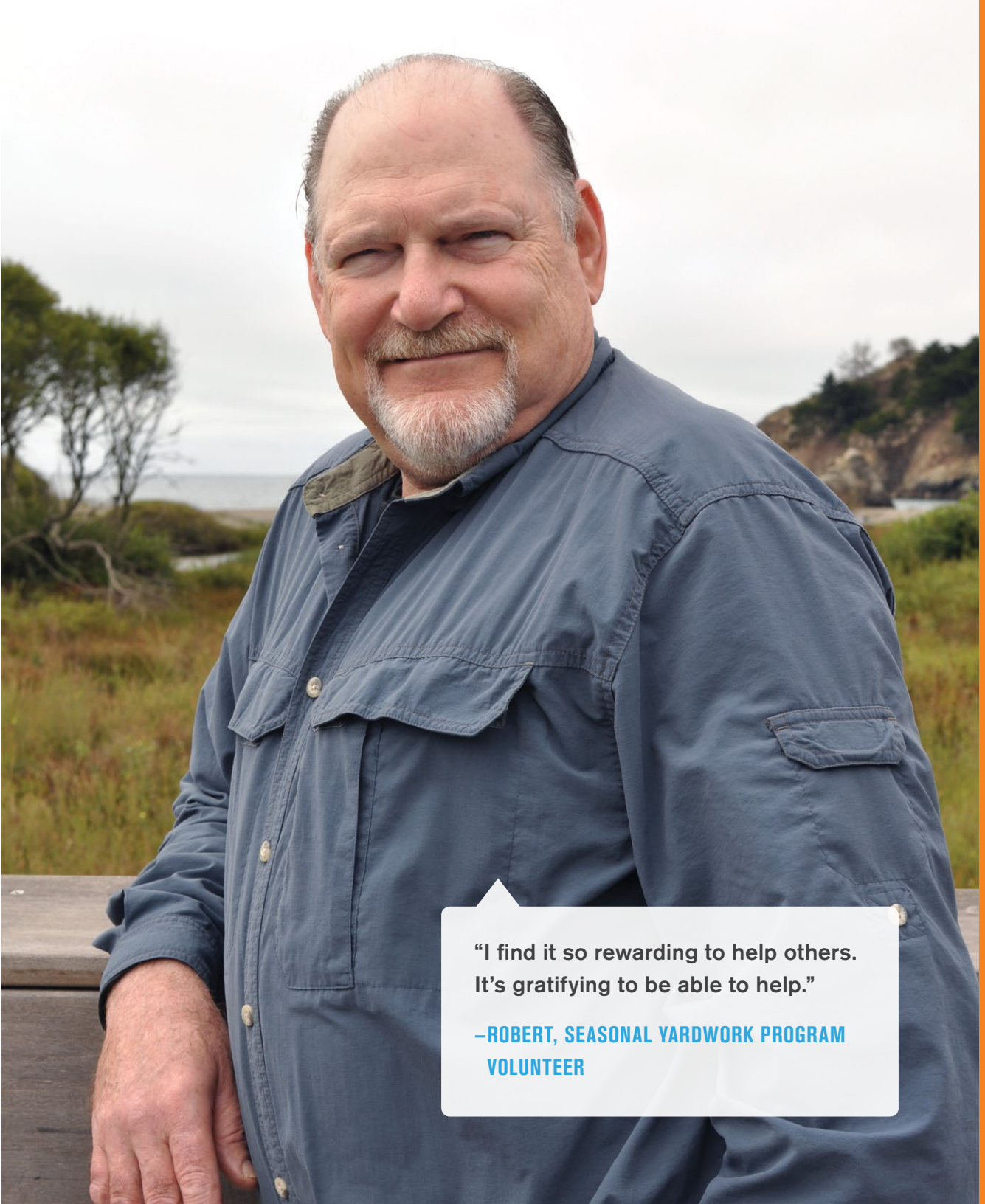
**Senior Produce Market:** Coordinated by senior volunteers, the twice-a-month market provides fresh fruits and vegetables for sale at wholesale prices in a social environment;

**Margaret Todd Café:** In partnership with Good Earth Natural Foods and the County of Marin, three days a week, seniors can enjoy a hot nutritious balanced lunch, which is often the only full meal a senior will eat in a day. NIEP volunteers served 5,600 meals this last year;

**Brown Bag:** In partnership with the Marin and San Francisco Food Banks, groceries are provided at no charge to 65 low-income Novato seniors.

**New to Novato:**

- Health Services Day, where 14 partner agencies provided free health services to seniors;
- 22 educational workshops on topics such as hearing, vision, Alzheimer's, diabetes, stroke, managing stress, fall prevention, and preventing elder abuse;
- Coordinated with AARP to provide free tax assistance to 82 seniors;
- Launched ElderWISE Friendly Visitor Program and Rotary HOME Team;
- Partnered with Spectrum to bring a support group for LGBT adults to Margaret Todd.



"I find it so rewarding to help others. It's gratifying to be able to help."

–ROBERT, SEASONAL YARDWORK PROGRAM VOLUNTEER

## VOLUNTEER SPOTLIGHT

*NIEP partners with schools, churches, Chevron, and individual volunteers to help low-income frail seniors with yardwork. Last year, 37 volunteers provided 303 hours of help.*

A life-long gardener with a passion for service, Robert has volunteered with the program since 2004. He tells the story of a senior he helped: a recent widower, the gentleman was lonely, depressed, and had recently discovered he had cancer. "So I went to work and cleaned up his yard – I think I spent three days working on it." Robert received the following note of gratitude: "I want to thank you for transforming my yard into a showcase. It restored my pride in my home and now I feel more positive."

"What do we like best about volunteering for the luncheon? Camaraderie and being part of the helping hands! It's satisfying and fun!

–DOUBLE NICKELS VOLUNTEERS

## DOUBLE NICKELS
# LUNCHEON

This monthly lunch is another example of a successful partnership: housed at the Episcopal Church of the Good Shepherd in Salinas, seniors enjoy a delicious lunch along with the opportunity to socialize, build community, and have access to resources.

SENIOR RESOURCES
*Respect Connect Engage*

# MONTEREY COUNTY

**For many low-income seniors in Salinas, the price of prescription glasses is prohibitive.** One desperate senior asked, "Do you know what it's like to live in a blurry world?" Working with the Central Coast Center for Independent Living, Monterey Senior Resources Director Laura Medina was able to address this major service gap. While Medi-Cal and Medicare will pay for the exam, seniors struggle with the price of the glasses. Laura made ESC's Emergency Funds program available to supplement the cost of the eyeglasses, dramatically increasing the quality of life for the impacted seniors.

**A unique collaboration between Senior Resources and Meals on Wheels (MOW) of the Salinas Valley has resulted in better nutrition for Salinas seniors.** The MOW of the Salinas Valley serves some of the poorest areas of Monterey County; the Rural Program serves small cities as well as rural and isolated areas of the Salinas Valley. Rural meals are delivered once a week to an average of 50 seniors by about 20 volunteers. In addition, meals in Salinas are delivered twice a week to roughly 100 seniors by 65 volunteers. When they lost funding in May 2015, MOW worked with ESC to implement a creative solution. Called "Additional Tasty Items," ESC funded the supplemental delivery of high-protein items such as cans of tuna, peanut butter, and oatmeal. "This collaboration is about mission alignment," says Director Laura Medina.

> **"Working together, we enhance the cultivation of healthy communities and improve the quality of seniors' lives."**
>
> – LAURA MEDINA, SENIOR RESOURCES DIRECTOR

SENIOR RESOURCES
*Respect Connect Engage*

# SAN FRANCISCO COUNTY

**San Francisco Senior Resources has proudly supported the "Always Active" senior exercise program for the last nine years**, sponsoring classes twice a week in the Richmond neighborhood. Through this innovative wellness program, offered in partnership with San Francisco's Department of Aging and Adult Service, On Lok's 30th Street Senior Center, SF Senior Centers, and USF, Senior Resources now provides exercise classes to 25 seniors per week, fostering independence and a healthy, active lifestyle.

**Senior Resources' monthly luncheon at St. Cyprian's Church regularly attracts a diverse group of close to 60 seniors** for nutritious food, musical entertainment, wellness presentations, and the joy of socializing with neighbors and new acquaintances. Volunteers are a key part of this growing community program, helping to serve over 700 lunches in the past year.

**When the Food Security Network (FSN) program in the Richmond district identified a need for supplementary assistance for holiday deliveries**, San Francisco Senior Resources was pleased to collaborate and offer financial support. A partnership between the Richmond District Neighborhood Center and the Richmond Senior Center, the FSN connects homebound Richmond neighborhood seniors with fresh produce and groceries delivered to their doorstep weekly by adult volunteers.

**Essential services provided through the Emergency Funds program:**
Through our partnership with SCAN Health Plan and its generous funding, SF Senior Resources is able to assist desperate seniors in need of financial support:

- A 76-year-old man, who has volunteered at Canon Kip Senior Center for several years and has to pay for 19 different medicines, fell behind on his rent. He gratefully said, "Thank you — with your help, I was not evicted from my housing in the Tenderloin where I have lived for over 20 years;"
- A 90-year-old LGBT client, a retired public servant, needed $300 for back rent as he was a victim of financial abuse by a friend: "I am glad that somebody out there can help somebody like me," he said with appreciation.

"I love giving my time to help others — and it's fun!"

–DEIDRE, SAN FRANCISCO
SENIOR LUNCH VOLUNTEER

## VOLUNTEER SPOTLIGHT

## VOLUNTEER
# SPOTLIGHT

"My volunteer experience has taught me patience and empathy. I can't imagine not having anyone to talk to or share stories with. Volunteering changes your perspective on the world — it helps you see things differently."

–ANIKA, FORGET ME NOT VOLUNTEER

SENIOR RESOURCES
*Respect Connect Engage*

# SANTA CLARA COUNTY

**The creation of the Care Closet, housed at Trinity Church in San Jose, has filled a gap for many seniors.** The program provides self-care and hygiene products to frail seniors in Santa Clara County; it is the only safety net program in the area that provides this type of assistance. The program is a substantial resource for case managers and caregivers because the assistance is unique. In Santa Clara County, over 10,000 seniors live on a limited fixed income of less than $15,000 per year. At this level, seniors can barely pay for basic necessities such as food, utilities, and medical bills to maintain their independent living. When faced with unexpected expenses, seniors are often forced to neglect basic self-care necessities.

**The Forget Me Not Friendly Calls Program is an innovative program** utilizing high school-aged volunteers to provide meaningful, enriching, and friendly conversations to older adults through weekly phone calls. This intergenerational program matches students from Notre Dame High School in San Jose with seniors who are suffering from loneliness and social isolation. In addition, the program serves as a safety measure, as seniors are matched with students who are trained to identify a local contact if the senior doesn't answer the phone. Finally, there are multiple benefits to the student volunteers, as many have described how they have been enriched by their interaction, appreciating the knowledge, experiences, and perspectives of older adults they serve.

**Increasingly in the Bay Area, rising costs make it difficult for seniors to meet all their needs; Senior Resources programs link seniors to important resources in the community so they can successfully age in place.**

SENIOR RESOURCES
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# SONOMA COUNTY

**Sonoma Senior Resources Director Jen Arent has worked hard to build relationships with local partners and has attracted institutional funding to help meet seniors' needs.** Jen worked closely with ESC Foundation staff and received grants from the Community Foundation Sonoma County, the Sonoma Wine Country Weekend, and SCAN Heath Plan to augment the Emergency Funds program.

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**"We were able to help a senior who was terrified of losing her mobile home by paying for repairs that helped her comply with her lease, thereby allowing her to live comfortably and without fear of eviction. I'm so grateful for the community support to help our seniors age in place, comfortably, and in good health."**

–SENIOR RESOURCES DIRECTOR JEN ARENT

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**The Free Bookmobile of Sonoma County is a unique service that ESC has supported from its inception.** It promotes literacy and love of reading by giving away high quality books to isolated individuals throughout the region. The Free Bookmobile especially seeks to serve children, families, and seniors living in rural and low-income areas. Senior Resources Sonoma has long-supported this program by funding the storage of this unique bookmobile, allowing seniors to continue to enjoy this delightful resources.

**Over the last year, ESC has enhanced the lives of over 80 seniors in Sonoma County through the FAST PASS program.** Created to remove financial barriers to participation, ESC supplements the cost of more than 370 classes at local Santa Rosa Senior Centers, enabling seniors the opportunity to experience classes such as Line Dancing, Mahjong, and Silver Singers groups, therefore reducing social isolation and continuing to nurture companionship and new experiences for our seniors.

"Working at Jennings Court helped educate me about the importance of affordable housing for seniors. I am proud to work as an advocate for seniors."

–JEN ARENT, SENIOR RESOURCES DIRECTOR

## EMPLOYEE SPOTLIGHT:
# PASSION FOR HOUSING

**While working at Jennings Court, ESC's affordable living community in Santa Rosa, Jen saw firsthand the need for affordable, respectful senior housing. In response, Jen has directed her passion to establish key partnerships to help create the Sonoma County Interfaith Alliance, which draws together several local faith communities, churches, and non-profit organizations to address the crucial issue of identifying and creating affordable housing for seniors. Jen was selected by the Sonoma County Area Agency on Aging as an Advisory Council representative for Supervisor Shirlee Zane. Additionally Jen has been asked by the Area Agency on Aging to head the Housing Workgroup for Sonoma County.**

"I have helped with the Brown Bag and Senior Produce Market programs for ten years. I help wherever I can – I love working with people!"

–MRS. CHEN, VOLUNTEER

# SENIOR AFFORDABLE LIVING

**The residents at ESC's six senior affordable living communities continue to thrive.** Under the umbrella of Lytton Gardens Senior Communities, strong management teams work hard to provide high quality property management with a "resident first" focus that includes an emphasis on safety, quality services, and excellent customer service.

> **"We firmly believe that our residents are the number one priority."**
>
> –KARIM SULTAN, SENIOR DIRECTOR OF AFFORDABLE HOUSING

Throughout the state, 23 Resident Service Coordinators (RSCs) at 18 different locations strive to ensure that the older adults living in each community are able to successfully age in place. Efforts are made to reduce social isolation by providing outreach and advocacy, and linking seniors to existing services. Resident Service Coordinators are also diligent in their efforts to provide wellness-driven supportive services. For example:

- **Brown Bag and Senior Produce Markets:** In partnership with cities and counties, RSCs coordinate the Brown Bag program, which enables residents to receive nutritious items such as chicken, eggs, fresh produce, dry goods, and other staple items; Senior Produce Markets are offered at each of ESC's communities and, working with other nonprofit providers, ESC offers markets at many other affordable living communities. Healthier eating is key to healthy living and can lead to a reduction in chronic illness such as diabetes, high blood pressure, heart attack, and strokes.
- **Fall Prevention:** RSCs invite experts in the field of aging to educate both the RSCs and residents in fall prevention techniques; reducing falls reduces injuries and the chance of hospitalizations.
- **Diabetes Empowerment:** RSCs participated in intensive diabetes training, which will enable them to implement a diabetes awareness wellness program at their individual communities.

All of ESC's senior affordable living communities appreciate and celebrate the outstanding resident volunteers who give of their time and energy. They play a key role in the success of the community programs.

# COMMUNITY ENGAGEMENT

**ESC's commitment to social accountability is reflected at each life plan community. The leadership exemplifies a spirit of generosity and is dedicated to being good neighbors in their communities. They routinely open their doors and invite the public to attend health and other educational events, serve as polling places, and foster an environment that supports philanthropy and volunteerism.**

**The following pages provide a snapshot of the varied ways in which ESC's residents and their communities live out their commitment to helping others.**

## *A Tasteful* AFFAIR

Three of ESC's life plan communities joined with the ESC Foundation (ESCF) in 2016 to produce *A Tasteful Affair* to benefit the *Circle of Friends* fund. The ESCF *Circle of Friends* provides assistance to life plan residents who outlive their resources. Most of those receiving assistance from the *Circle of Friends* are in their 90s and require higher levels of care. They are predominantly women who are widowed and have lived in their communities an average of 16 years. The *Circle of Friends* fund is truly a circle of community caring.



**"Our residents are amazing – they've been working with staff to turn plastic**

**– MARY LINDE, ST. PAUL'S TOWERS EXECUTIVE DIRECTOR**

"Volunteering brings warmth and richness to our community."

–MELODY MITCHELL, SAN FRANCISCO TOWERS EXECUTIVE DIRECTOR

## Canterbury Woods

Every Thanksgiving, the dining staff at Canterbury Woods prepares extra turkeys to ensure the on-duty Pacific Grove firefighters and police staff enjoy a complete Thanksgiving dinner. As a demonstration of their close ties to the community, this year residents and staff were treated to a concert by the Pacific Grove High School Marching Band!

## Los Gatos Meadows

Los Gatos Meadows annually celebrates its resident volunteers through the Lila Lea Atkin Volunteer Service Award. This year's recipient, Dottie Newick, was recognized for her work at the LGM Lark Shop and her leadership in the Friendship Garden and Library.

## San Francisco Towers

San Francisco Towers believes in being a good neighbor and has developed excellent relationships with local police and fire officials. SFT residents do their part by helping their peers, forming a low-vision support group, creating beautiful flower arrangements for all to enjoy, assisting with music programs, and taking care of furry residents.

into yarn (plarn) and crochet sleeping mats for the homeless!"

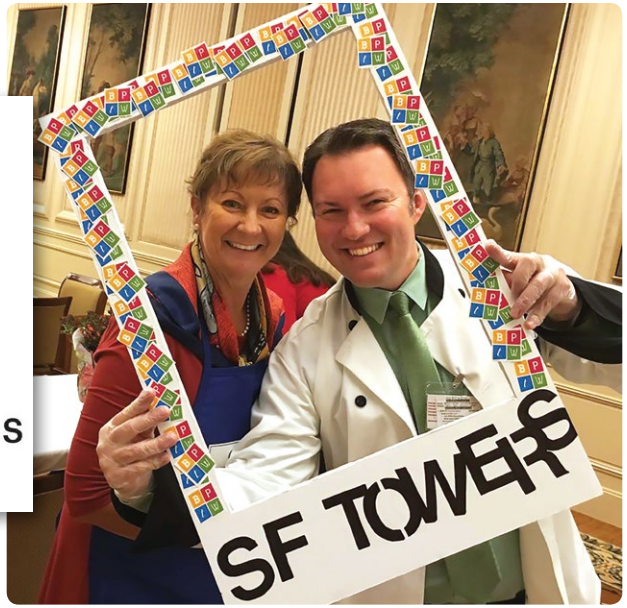
# COMMUNITY ENGAGEMENT **CONTINUED**

## St. Paul's Towers

St. Paul's Towers in Oakland is well-rooted in its community: working with St. Paul's Episcopal Church and Alameda County Senior Resources, St. Paul's Towers hosted National Night Out, an intergenerational event designed to promote neighborhood spirit and unity. In addition, residents supported the Alameda County Food Bank by donating food as well as supporting the annual fundraiser, "Empty Bowls."

## Spring Lake Village

Spring Lake Village's Outreach Committee is active in its support for local Sonoma County nonprofits: this last year residents raised significant funding to support the Dream Center for Social Advocates for Youth, the Council on Aging Meals on Wheels program, and the YWCA Safe House for women.




2016 BEST PLACES TO WORK

## Webster House

In her youth, Webster House resident Chris Gandel volunteered at the local hospital. She continues the tradition by visiting residents of the Webster House Heath Center, helping to relieve stress and anxiety for seniors who are experiencing serious illness and pain. Chris brings her canine companion named Misty with her, providing pet therapy, companionship, and joy.

### ESC is proud to receive the *San Francisco Business Times'* Best Places to Work Award!

As ESC celebrates its seventh consecutive year of receiving this prestigious award, we salute the valuable employees who work with ESC for 10, 15, 20, and even 30 years. We thank and acknowledge Senior Vice President Dee Ann Campbell (pictured above) as she retires after close to 23 years of service. From helping to open San Francisco Towers, to overseeing the development and success of the West Grove at Spring Lake Village, Dee Ann's tireless work, vision, and commitment has helped ensure the organization's financial health. In her leadership of the ESCF, Dee Ann created the successful Celtic Cup and has built the Circle of Friends to support Residents' Assistance. Dear to Dee Ann's heart is the employee emergency fund, stating "As I move into retirement, I will look back and remember how we all look out for one another: employees helping employees."

**"I love visiting and reading to the residents."**
**–WEBSTER HOUSE HEALTH CENTER VOLUNTEER**

"Service allows us to get out of our own head and focus on others. It helps keep us right sized and gives us a new perspective on our lives. It also allows us to give back for the gifts that we have been freely given."

–BRENYALE, SUPPORT SERVICES EMPLOYEE

# SUPPORT SERVICES VOLUNTEER INITIATIVE

As another way to demonstrate its commitment to charitable service, ESC recently launched an employee volunteer program. Support Services employees have the opportunity to volunteer a day of service a year while "on the clock." This will give team members the opportunity to learn first-hand about the Senior Resources programs and participate in the joy of giving back.

"I volunteer at Oak Center Towers at Thanksgiving because it is humbling. It's a reminder to me about what is important in life: it's about taking care of each other, valuing each other, learning from each other."

–CHRIS, SUPPORT SERVICES EMPLOYEE

SENIOR RESOURCES @ Home

Senior Resources @ Home (SR@H) provides non-medical home care to seniors in their private homes and in assisted living, skilled nursing, and memory care facilities in Marin and Sonoma Counties. A fully licensed state home care agency, SR@H is proud of our outstanding caregiving team. As SR@H staff work in the community, they raise awareness of Senior Resources' many charitable programs that help support seniors with aging in place in the communities they call home.

As part of our social accountability, ESC is proud of its work with Becoming Independent, offering care at below market rate to help disabled individuals remain safe in their homes.

"I enjoy the opportunity to make a difference to the seniors we serve. I appreciate the chance to get to know our seniors, their families, and become an integral part of their lives."

–CARMEN BATTALONES, SR@H CAREGIVER

"I never go to bed without learning something new!"

–MR. KINGSLEY, 100 YEARS YOUNG AND SR@H CLIENT

# DARBY BETTS FUND

**Since 2005, Episcopal Senior Communities, in partnership with the Diocese of California, has distributed close to $700,000 to support programs that make a substantial difference in the lives of seniors.** The Fund, which provides grants to parishes, city agencies, and nonprofits organizations in the Dioceses of California, Northern California, and El Camino Real, honors the vision and legacy of Father Darby Betts.

**Darby Betts Funds were awarded to the following organizations:**

**Senior Resources of Santa Clara County for the Care Closet:** Providing "safety net" funds to help low-income seniors obtain self-care and hygiene products which are not available in typical food pantries.

**St. Bartholomew Episcopal Church:** Supporting the Big Heart Wellness Center at St. Bart's, which provides supportive services to low-income and at-risk neighbors in the Livermore Valley, half of them seniors.

**Episcopal Senior Communities' Senior Produce Market:** Launching a weekly Senior Produce Market in Sonoma to provide seniors with access to fresh produce at wholesale prices.

**Redwood Food Bank:** Providing fresh produce and staple foods to low-income seniors through the Senior Brown Bag Program, serving 350 low-income seniors at 19 distribution sites, including Episcopal Churches, and through delivery to the homebound in Sonoma County.

**Holy Child and St. Martins Episcopal Church:** Supporting the Senior Connections program, which helps connect seniors to the multi-generational life of the congregation and Daly City community, fosters relationships and mutual support among seniors, and provides resources for maintaining independence.

**Episcopal Community Services of San Francisco:** Supporting healthy meals and nutritional education, engagement, and supportive services to the culturally diverse, low-income seniors at the Canon Kip Senior Center in San Francisco's South of Market neighborhood.

**Senior Resources of Alameda County:** Supporting the Pantry of Hope at St. Paul's Episcopal Church, which provides wholesome food items free of charge to seniors in need in Oakland.

"Episcopal Community Services is grateful for the grant from the Darby Betts Fund for our Canon Kip Senior Center. These funds help the Center engage homeless and low-income seniors in services that improve their quality of life, providing nutritious meals, exercise, socialization, and recreation. Thank you!"

–LANA DALBERG, EPISCOPAL COMMUNITY SERVICES OF SAN FRANCISCO

"I always felt very good and happy for doing something for someone who couldn't do for themselves. **Deep inside there is a spot that warms when you help others.** There is nothing like that feeling in the whole world. It makes for a happier person."

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"I am very **grateful for what I have.** I volunteer to simply help out where there is a need. I like the 'it takes a village' slogan."

"Volunteering contributes to my happiness overall – **I feel useful and appreciated** for my expertise."

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"Volunteering to me is a way to **put life into perspective.** I feel like helping someone or **doing something good for someone else** is part of what is required from us as human beings…it's making a difference in someone else's life that is important."

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"I was new to the area and volunteering gave me the **opportunity to meet new people.**"

"One of the reasons I love working at ESC is because I feel like we **make a difference** in people's lives."