



A year in the life.

COVIA SOCIAL ACCOUNTABILITY REPORT 2018





INTRODUCTION	3
JANUARY	4
FEBRUARY	6
MARCH	8
APRIL	10
MAY	14
JUNE	16
JULY	18
AUGUST	22
SEPTEMBER	26
OCTOBER	28
NOVEMBER	32
DECEMBER	34
LETTER FROM KEVIN GERBER	36

A year in the life.



DEDICATED TO SERVICE

As a nonprofit organization with values rooted in service, Covia is committed to supporting the communities we serve. We find new ways to help people, especially those at risk, live well and age well, anywhere they call home.

To fulfill this commitment, we raise more than \$2 million annually through the Covia Foundation and pledge 2% of Covia Communities' annual gross revenue towards our charitable activities. Most importantly, we strive to live out our values in everything we do. We couldn't be more proud of the work our staff, our residents, our donors, and our organization do all year round.

OUR CALENDARS ARE ALWAYS FULL

We have a multitude of programs and services dedicated to supporting our residents, our communities, and seniors who live in and around the areas we serve. This year's report looks at a year in the life, so you can see a sampling of the ways we help seniors every day. The following pages highlight the impact our work is having in the communities we serve.

COVIA MISSION STATEMENT

Our mission is to promote positive aging by cultivating healthy and engaged communities with a continuum of innovative services that actively support intellectual, physical, emotional, spiritual, and social well-being.

In 2018, we developed new strategies in our core focus areas. This included setting specific social accountability goals and strategies to help us maximize our impact.

COMMUNITY SERVICES

Our goal is to increase the efficiency, effectiveness, and sustainability of our services that support aging in place. We will do so by developing unique programs with measurable outcomes. And we will be even more widely known as a trusted resource for anyone facing the challenges of aging, either for themselves or loved ones.

AFFORDABLE HOUSING

As our aging population grows, so does the need for housing and services for people of all income levels. Our goal is to serve more seniors by preserving and acquiring affordable housing communities, and improving quality of life for our residents.

RESIDENT SERVICE COORDINATION

Our goal is to build a more robust continuum of services for low-income seniors. We will do so by increasing the number of Covia Resident Service Coordinators serving affordable housing communities, not just at Covia Affordable Communities, but throughout California.



CREATIVE AGING SYMPOSIUM

On January 17th, 2018, we held our first annual virtual symposium: *Power to Change*. This daylong webinar merged technology, civic-mindedness, and creativity to help seniors make their voices heard and impact change in their communities, and society at large. Along with speakers from around the country, attendees were able to join individually from their homes or as a group from senior centers, community centers, or senior communities.



St. Paul's Towers partnered with Senior Resources Alameda County, serving the monthly lunch for 82 seniors at St. Paul's Episcopal Church in Oakland.



Our Director of Senior Resources Santa Clara was a panelist at the Santa Clara Summit of Leaders event — *Building Great Intergenerational Programs for Kids and Older Adults in San Jose*.

Covia works hard to help senior homeowners throughout the Bay Area who are “house-rich and cash-poor” find their perfect match — someone to share their home through the Home Match program.

BUILDING OUR COMMUNITY, ONE HOME AT A TIME

- Placed 52 individuals in home-sharing arrangements through Covia’s Home Match program.
- Provided counseling on or referrals to housing and other resources to over 3,900 people to help improve their quality of life.
- Expanded our Home Match program in Contra Costa County.
- Supported by funding from the City, assumed management of an established home sharing program in Fremont.
- Sponsored a pilot Home Match program in Berkeley.
- Held nine open houses in four San Francisco locations to renew the application process, and to help our staff get to know our participants and understand their needs.



Home Match San Francisco is a joint program of Covia and Northern California Presbyterian Homes & Services, with funding from the Mayor’s Office of Housing and Community Development.

HEALTH SERVICES DAY MARIN

Your financial situation shouldn’t affect your ability to get healthcare services. That’s why we partnered with healthcare providers in Marin County to offer local seniors free services including skin cancer, dental, and glucose screenings. We also offered seniors a chance to try non-traditional treatments like acupuncture and trigger point massage. In 2018, we had a total of fourteen providers and 165 participants attend this annual event.



Home Match started in Marin County in 2012 as a way to connect homeowners with extra rooms with home seekers who need an affordable place to live. It’s a win-win — homeowners get a little help around the house or extra income plus companionship, which can make a big difference in their lives and makes it easier for them to age in place for longer. And home seekers get affordable housing that might not be accessible to them otherwise due to high costs.



Covia's Market Day program helps eliminate the barriers many seniors have in getting access to fresh fruits and vegetables — and provides opportunities for social connections.

Covia sponsors 20 Market Day produce markets around the Bay Area, providing fresh fruits and vegetables at cost to participants. In 2018 we helped even more seniors get access to fresh fruit and vegetables by establishing Market Days at Stevenson House in Palo Alto and at Walnut Creek Recreation Center. We also joined the CalFresh Assister Network offering home grocery delivery for seniors in Marin. In 2019, we plan to open a new market in San Jose as well as our first market in Los Angeles.

LOOKING FORWARD WITH A NEW NAME

In March 2018, Episcopal Senior Communities officially became Covia. Our new name means “coming together on the path of life” and has helped us connect with even more individuals and communities by fostering a sense of inclusion and acceptance.

To align with our new name, we also gave our community services programs a makeover:

- Well Connected**
(formerly Senior Center Without Walls)
- Social Call**
(formerly ElderWISE)
- Market Day**
(formerly Senior Produce Markets)



1,309 participants

96,970 pounds of produce purchased

756 shopping days

Market Day 2018 by the numbers

20 markets

340 volunteers

At Covia we believe aging should be a positive experience, regardless of an individual's life story or financial situation.

As our older population continues to grow, we're facing rising demand for vital services and housing options — especially in the Bay Area, which has one of the highest-cost housing markets in the country. Covia supports fair housing through our affordable housing communities throughout the Bay Area. In addition to Jennings Court, Lytton Gardens, Oak Center Towers, and Presidio Gate Apartments, this year we became affiliated with two more affordable senior communities.

Bethany Center is located in San Francisco's Mission District, and shares Covia's mission to provide a continuum of care for seniors of all backgrounds. Bethany Center offers a whole-person approach and is home to Ruth's Table, a unique art and wellness space.

Shires Memorial Center in San Jose has been providing affordable senior housing since the 1960s. The 10-story building (the tallest high-rise apartment building in town at the time it was built) has 99 apartments, with plans for renovation currently underway.



FROM HOMELESS TO HOME

Dean, a resident of Oak Center Towers, shared his personal story at 2018's Affordable Senior Housing Resident Advocacy Day in Sacramento. Dean fell on hard times in 2012 when he lost his job and then his home in Oakland. He spent almost four years on the streets, sleeping in a friend's van — never comfortable, and always afraid. Then the van got towed, and he didn't know where to turn. That's when Dean got a call from Oak Center Towers, where he had been on the wait list. On August 16, 2016, he moved into his new home. "Somewhat dazedly, I realized there was a solid, legitimate, leak-proof roof over my head." That's the power of fair housing — finding home.

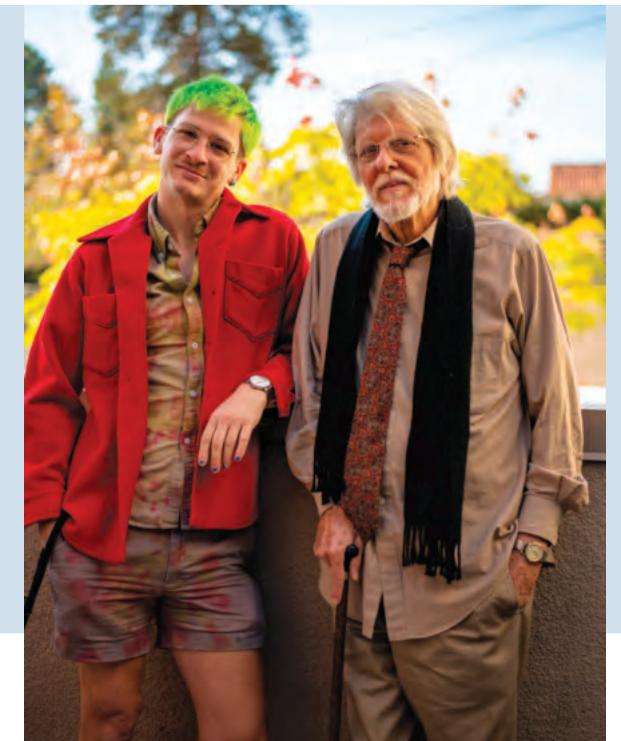


VOLUNTEER APPRECIATION MONTH

We are so grateful for the hundreds of volunteers of all ages and all walks of life who make so many of our programs possible. In addition to what they give, volunteers get a sense of community and fulfillment knowing they are helping to improve the lives of others.

Volunteers make these Covia programs happen:

- Well Connected
- Market Day
- Social Call
- Rotary HOME Team
- Ruth's Table
- Home Delivered Grocery Program
- Brown Bag Market
- Pantry of Hope
- Seasonal Yardwork Program
- Senior Lunches
- And more



RESIDENT SERVICE COORDINATION

In addition to providing support in our own affordable communities, Covia’s Resident Service Coordinators serve 21 other senior affordable communities throughout California. Resident Service Coordinators play a vital role in improving residents’ quality of life by connecting them with the public benefits, services, and programs that help seniors remain independent and healthy in their homes. They also act as advocates, offering personal support — physical, emotional, and spiritual — and many speak multiple languages, which helps bridge cultural gaps and counter isolation.



SENIOR RESOURCES

Our Community Services division reaches close to 7,000 Bay Area seniors through services and programs supported by our Senior Resource Directors. Their impact includes:

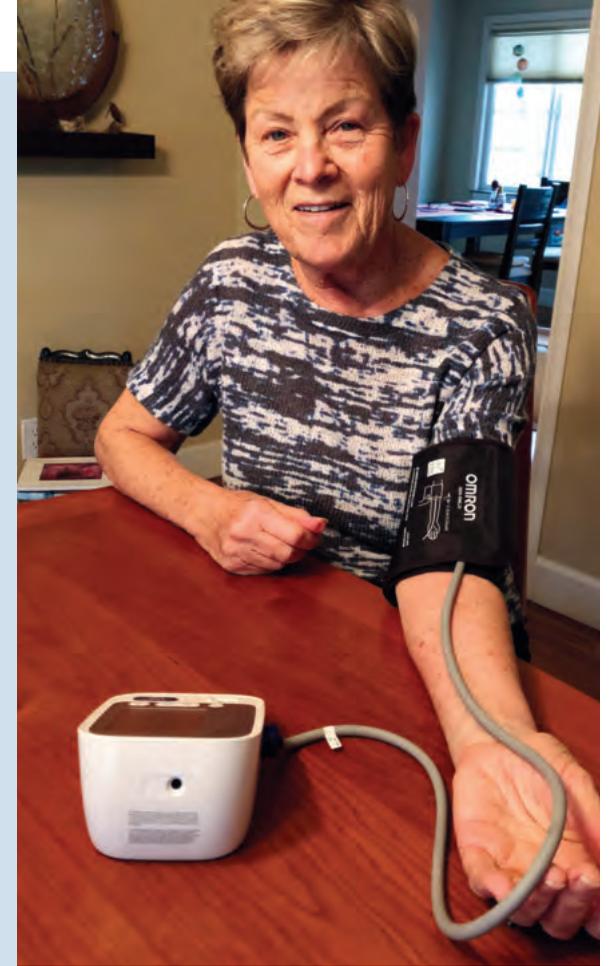
- \$78,010 in emergency funds distributed to 294 recipients
- 4,137 information and referral calls answered
- 1,140 seniors who attended health and wellness workshops
- 420 participants who received food from the Pantry of Hope and Brown Bag programs
- 311 seniors who gathered for monthly lunches
- 183 people who attended Alma Latina/Citizenship classes
- 119 seniors who received non-medical supplies from the Care Closet

In 2018, the theme for Older Americans Month was Engage at Every Age. Covia encourages engagement for people of all ages throughout the year, wherever they may live.

THE POWER OF HUMAN CONNECTION

Social Call helps foster a sense of community and belonging by connecting seniors with volunteers who visit them weekly, for at least six months. Volunteers offer companionship, empathy, cultural connection, and other skills, including help with computers. This year, we also launched a national phone visit program, which will help us reach even more at-risk seniors, including those with language barriers or who live in rural areas. We're working behind the scenes to streamline our processes, from background checks to a database and phone bank, so we can extend our reach even further. We have also secured funding from the City of Beverly Hills to start engaging older adults in that area.

We have matched 135 in-home participants and 22 phone participants with 105 volunteers, as well as 17 Forget Me Not phone visiting program participants and 8 volunteers.



COVIA CARES ABOUT YOUR HEART

Did you know that May is High Blood Pressure Awareness Month? Regularly monitoring your blood pressure is vital, especially for managing long-term chronic disease. That's why the Care Closet, a program of Senior Resources Santa Clara, provides blood pressure monitors, which are not paid for by Medicare or many private insurers. In the past year we've provided over a dozen monitors to seniors in need, helping them take a more active role in managing their high blood pressure by recording and reporting readings to their healthcare team.

June is LGBTQ Pride Month, celebrating the gains we've made while also remembering that most LGBTQ seniors grew up in a time when loving same-sex relationships or gender identity outside the social norm was considered a crime, a mental illness, or a sin. Covia took part in a number of Pride events, and we offer support for LGBTQ seniors all year round.

STAYING CONNECTED

Well Connected offers a year-round LGBTQ Chat Group, which is open to all LGBTQ seniors and provides support and connection through sharing individual and collective stories over the phone twice a month.

INCLUSIVE HOUSING

Covia joined a panel discussion on LGBTQ Housing called *A Community Conversation About Lessons Learned and Future Directions* at the San Francisco LGBT Center.

COFFEE AND COMMUNITY

Senior Resources Marin holds a monthly Coffee, Conversation, and Community Meeting that serves 100 LGBTQ seniors, many of whom report this group is like family and has made a real difference in their lives.

OPENING DOORS

Senior Resources Sonoma and Covia are proud to participate in the Sonoma County Opening Doors Coalition, which hosts monthly meetings, fosters partnerships, and acts as a leader on LGBTQ aging issues. We also took part in the Sonoma County Pride Parade.

A LOVE STORY

St. Paul's Towers hosted a special screening of *Coming Out: A 50 Year History*. This documentary honors the legacy of Edgar Pye and Dr. Robert Harris, who shared 58 years of love — including 19 they spent together at St. Paul's Towers.

ADVOCATING FOR SENIORS

Many of our programs support at-risk elders, and from time to time we also become advocates, reporting cases of elder abuse. In honor of World Elder Abuse Awareness Day (June 15th), Senior Resources Marin offered a presentation on protection from identity theft and scams as part of its lecture series at the Margaret Todd Senior Center in Novato. Well Connected also hosted a special group exploring six aspects of elder abuse reporting, with a unique focus on what happens after a report is made.

SENIOR PROM

Covia, along with Openhouse and the Institute on Aging, co-hosted an LGBT Senior Prom. A healing celebration for seniors for whom high school proms were a painful memory, the event featured food, drinks, a DJ, and prizes for prom royalty.

EXPRESS YOURSELF

Covia co-hosted the *GenOut: Openhouse* art reception at Bethany Center on June 16, celebrating a diverse array of art from LGBTQ artists.

PRIDE ON THE MARCH

In keeping with the theme of Generations of Strength, we were thrilled to join seniors leading this year's San Francisco Pride parade.



Photo: Saul Bromberger/Openhouse



For seniors aging in place, Covia makes it easy to engage and stay connected.

The Well Connected program offers a variety of over-the-phone and online activities, classes, and support groups, ranging from education and friendly conversation to gratitude groups and meditation. We now have almost 1,500 participants in 41 states, plus 208 volunteers who help facilitate these groups.

During the summer session we added new museums to our popular “Museums at Home” series, which offers virtual tours of exhibits from all around the country. In July, Well Connected co-hosted the second National Conversation on Aging and Vision Loss with the American Foundation for the Blind, covering the progress towards four major goals: funding for services, availability and quality of services, collaboration across delivery systems, and funding for devices. We’re also excited to have secured grants from Navigage and the Metta Fund to develop a Spanish language program, which will begin in 2019.



Well Connected
A COVIA COMMUNITY SERVICE

An award-winning community for seniors

SUMMER 2018
July 9 to October 7

(877) 797-7299
coviconnections@covia.org
covia.org

CELEBRATING CULTURE IN PACIFIC GROVE

Canterbury Woods hosted a warm-up session of the Carmel Bach Festival Young Artist Showcase and offered our residents transportation for Bach Fest events around the peninsula, strengthening the community’s connection to Pacific Grove. We also took part in the Feast of Lanterns celebrating the town’s history and culture, with a special visit from the Royal Court of high school students, and watched the Pet Parade through downtown Pacific Grove, led by an antique fire engine.



TEN YEARS OF COMMUNITY

Jennings Court in Santa Rosa celebrated its 10-year anniversary in July, commemorating its role in providing high quality housing to low-income seniors in Sonoma County in the face of the Great Recession.

“At my age and being low income, I didn’t think I would ever have a new apartment. When I saw how beautiful these were, I just couldn’t get over it.”

Penni
Resident for 10 years

“It’s safe — that’s the very first word that comes to my mind. The day we got in I spent most of the time looking at the courtyard, so beautiful. Now I watch the seasons change with all of these trees outside my front door.”

Fred
Resident for 10 years

“I was living out in Forestville and I ran out of money. After a period of homelessness, I got in here. That was a real rescue — I was pretty sick at the time, so coming here was an absolute blessing.”

Roger
Resident for 10 years

“I’m very happy to be here in Jennings Court. It’s a very pleasant, wonderful place for me. And my family is very happy that I’m here in my cozy home, my cozy apartment.”

Beverly
Resident for 15 months

The Covia Foundation helps us live out our mission, deepening our reach and impact through the gifts we share. Charitable gifts of any size help support programs and services for seniors, both within our buildings, and in the larger communities we serve. The Covia Foundation provides donors with a way to bring their values to life. We can do more together.

WHERE YOUR HEART IS

The Foundation offered presentations throughout the year on the new 2018 tax laws, providing important information and guidance to help people direct their charitable dollars into the causes and issues that are important to them.

“We have been blessed by such a supportive community of friends and services. It’s the least we can do to pay it forward.”
Covia community resident

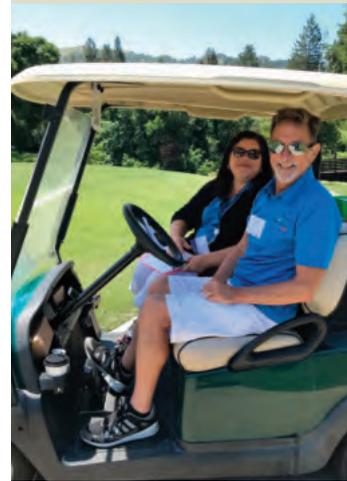
MEANINGFUL EVENTS

A Tasteful Affair, hosted this year by San Francisco Towers, brought attention to the Circle of Friends fund, which provides essential support for Life Plan community residents who outlive their resources. And the annual Celtic Cup Golf Tournament once again brought many of the people who play a part in Covia’s daily life together to support our Affordable Housing and Community Services programs.

“The Circle of Friends appeals to me because that could easily be me in need of help. It could happen to anyone.”
Supporter

EMPLOYEE EMERGENCY FUND

Many Covia staff members donate to the Employee Emergency Fund through payroll deductions. The fund provides assistance during times of crisis, such as a medical emergency, fire, accident, or theft.





COVIA BLOCK PARTY
Each August, Senior Resources Alameda County, St. Paul's Towers, and Oak Center Towers join forces to co-host an annual block party for National Night Out, bringing neighbors out to meet, mingle, and connect with local emergency responders. This year's event featured food, music, games, face-painting, and information tables hosted by local businesses. Roughly 250 neighbors attended, including lots of kids, plus 100 residents and 50 staff volunteers.

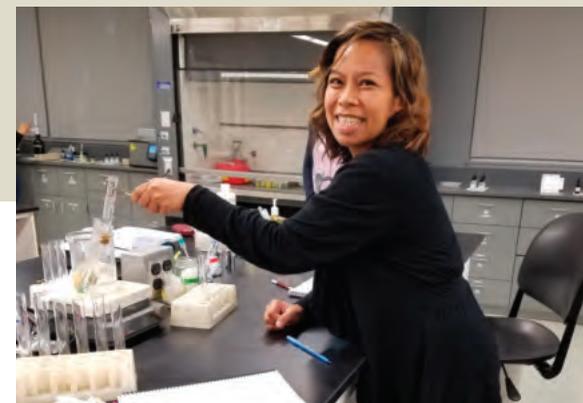
As we look towards the future, Covia finds ways to support training for tomorrow's leaders and providers of aging services.

DEVELOPING THE NEXT GENERATION

- In September, Presidio Gate Apartments welcomed second-year med students from UCSF to learn about different models of care for seniors, including the difference between independent living and other models, what qualifies as low income, and (most importantly) that not all senior living facilities are nursing homes.
- Our Resident Service Coordinators offer internships for students at the USC Leonard Davis School of Gerontology.
- Jennings Court and Spring Lake Village both host classes for Santa Rosa Community College.
- Covia offers an Educational Assistance program to help employees advance their careers in aging services.

HEALTHY CONNECTIONS AT WEBSTER HOUSE

A couple of years ago Activities Coordinator Pat Lau had the idea of connecting Webster House residents with pre-med students from nearby Stanford University. Residents get a personal connection, and students get hands-on experience in multiple disciplines including medicine, nursing, physical therapy, and social services within a clinical setting. The program has also served to show med students the increasing need for geriatric specialists. In 2018, 13 students participated in the program. Four of our previous participants have been accepted to medical school.



A GREAT PLACE TO WORK

In September, *Fortune* released its first ever "50 Best Places to Work in Aging Services" list, based on survey results from 162,000 employees nationwide. Covia ranked #29 on the list!



At Covia, we want people's lives to go beyond the basics to the things that give their lives meaning. The fundamentals are vital, but so is fun.

As the weather turns cooler, there's nothing like cozying up with a beloved pet to warm the soul. This month, Los Gatos Meadows hosted its annual Art, Wine, and Dog Show, which was attended by many from the community, including over 30 dogs. Several of our communities also hosted a Blessing of the Animals ceremony to mark the Feast of St. Francis, the patron saint of animals and the environment.



A HELPING HAND AT HOME

From time to time everyone needs a little help around the house — especially older individuals who live alone. The Rotary HOME (Home Maintenance for the Elderly) Team allows seniors to age in place gracefully by getting help when they need it. Whether it's fixing a leaky faucet, changing light bulbs, hanging a picture, or changing the batteries in a smoke detector, these volunteers are always ready to help out. We now have 21 Rotary Clubs from around the Bay Area participating, and provided services to 359 participants in 2018.



ARTISTS IN RESIDENCE

Artwork from residents of Oak Center Towers was featured in the 26th Annual Art With Elders exposition.



BETHANY CENTER CELEBRATES 50 YEARS

Established in the 1960s, this affordable housing community in San Francisco's Mission District was completely renovated this year — inside and out. The nine-story "Salud!" mural, a celebration of diversity and creativity, was fully restored by its creator Dan Fontes and five other artists. And guests got a first look at the new Ruth's Table arts and gallery space, which will have a grand reopening in 2019.



At Covia, we are glad to live out our civic responsibilities and to take opportunities to express our thanks to those who serve our communities and our country.

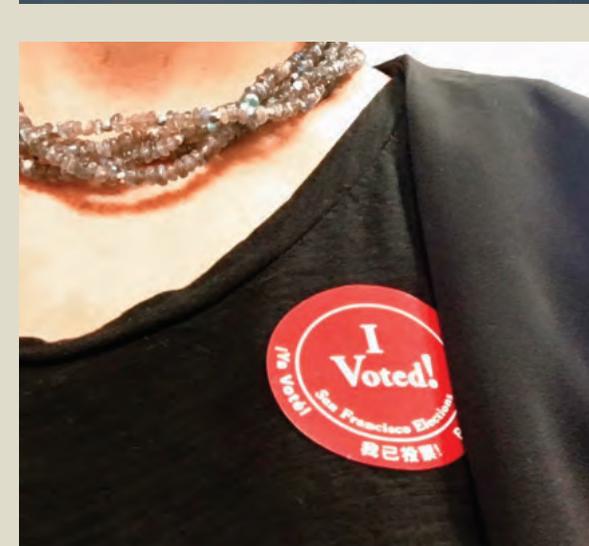
During the month of gratitude, Covia gave back in many ways. Spring Lake Village, Bethany Center, and Lytton Gardens served as polling places on Election Day, fulfilling our civic duty and helping others do so, too.

We also gave thanks for those who served our country by celebrating Veterans Day, with special events at many of our communities including a luncheon at Lytton Gardens. We were also proud to facilitate a new veterans support group as part of our Well Connected program, which allows veterans throughout the U.S. to connect with others and share their stories. And in Marin, a transgender senior in our LGBTQ support group organized and facilitates a monthly lunch for LGBTQ veterans.

And of course, we celebrated Thanksgiving. Each of our communities hosted a special Thanksgiving meal where we shared our gratitude for each other and everyone who helped us support our strong communities. In addition to the Well Connected gratitude group, which is one of our longest running programs, we also hosted a Thanksgiving celebration to provide a sense of connection.

CANTERBURY WOODS THANKS FIRST RESPONDERS

For the last 25 years, the staff at Canterbury Woods has been providing Thanksgiving feasts for local first responders. Each feast feeds 18–20 people, so first responders can invite their families to join them, without worrying about disrupting the cooking (or the eating) if they're on call.



Whatever the holiday, Covia wants to make sure you feel you are at home, with people who care.

There's no place like home for the holidays, and this month we celebrate the importance of a community "home" that gives seniors the power to live more fully. To bring that sense of home to seniors aging in place, we run special Well Connected programs on Hanukkah, Christmas, New Year's Eve, and New Year's Day to bring participants together when they may be feeling lonely.

SPOTLIGHT ON LYTTON GARDENS

Most affordable senior communities only offer one level of care — independent living. This means when residents' needs change, they often have to move. Lytton Gardens in Palo Alto is unique in offering independent living, assisted living, and skilled nursing, all on one campus. And most importantly, Lytton Gardens offers this level of care more affordably than other communities in the area. Those who qualify can receive federal government assistance that covers up to 30% of the monthly rent, making assisted living within reach in Silicon Valley.



TIME FOR TEA — AND JOY
San Francisco Towers partners with Senior Resources San Francisco to sponsor a "Holiday Tea" featuring food, music, and fun for all. Seniors from throughout San Francisco attend, and look forward to the event as a highlight of the holiday season.



Thank you to all of our staff, residents, volunteers, donors, and everyone who has contributed towards another year of service. As our name suggests, the work and mission of Covia is something we do together. It is through our collective efforts that Covia is able to reduce social isolation, increase access to housing, food, and health care, and build connections with the wider community.

If you are just learning about Covia, we hope you will join us in these efforts, or allow us to help you in your own aging journey. We welcome the opportunity to walk with you as we look forward to 2019 and the years to come.

Sincerely,
Kevin Gerber, President and CEO



Connect with Covia:

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Live well
and age well—
anywhere
you call home.

Covia is a nonprofit organization that promotes well-being by building strong and engaging communities, connecting people with the services they need to thrive, and providing compassionate, personalized support. We've been working with seniors for over 50 years and we're here to help you live the way you want to — today and tomorrow.

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