

Social Accountability Report

2008—2009

“One act of real usefulness is worth all the abstract sentiment in the world.” — Ann Radcliffe

This past year, Episcopal Senior Communities (ESC) made a significant impact on over 4,500 seniors’ lives. We connected a woman who was contemplating suicide with a telephone community of friends. Another woman who had lost her husband found purpose as a volunteer at our Senior Produce Market. A gentleman who was alone and ill believes “angels” visited with him bringing meals, comfort and laughter. We provided financial assistance to seniors who were on the brink of becoming homeless, fitness classes that changed lives by enabling seniors to regain mobility, and transportation so seniors could attend doctors appointments. Through its outreach programs, ESC provided a lifeline to seniors who had run out of options and thought there was no one left who cared. We invite you to read their stories, and become part of the joy of “real usefulness.”



SENIOR

Produce Markets

ESC’s fourteen thriving Senior Produce Markets do much more than provide fresh fruits

and vegetables for sale at wholesale prices. At each site—whether a senior center, an affordable housing community, or a church – the volunteers and shoppers participate in a caring community. Seniors purchase fresh, nutritious produce, enjoy snacks, and several shop for their neighbors and friends who cannot attend the market. Senior

“This market saved my life,” said one grateful senior volunteer.

volunteers take charge of the market, helping price and set up the produce, and feel that they are of service, that they have the capacity to give. “This market saved my life,” said

one grateful senior volunteer. “After my husband passed, I didn’t have any reason to get out of bed. Now I can come here and shop and help others.”

In addition to serving the seniors who shop the markets, the leftover produce continues to function as a “mission within a mission.” Each week the perishable produce is donated to homeless shelters, senior centers, food pantries, and homebound seniors, thereby having a positive impact on many additional seniors in need.



ESC’s newest affordable housing community, Jennings Court, opened in Santa Rosa June 2008.



Jennings Court Residents and neighbors shop at the weekly Senior Produce Market.



A PGA resident participates in the Falls Prevention class, co-sponsored by USF and San Francisco Senior Resources.



SENIOR CENTER

Without Walls



To reduce isolation and depression for homebound seniors, Senior Center Without Walls (SCWW) uses telephone conference calls to offer free activities, conversation, and an assortment of classes and support groups to elders who can no longer attend community activities outside their homes because of age, disability, lack of transportation or safety issues.

The current session offers over 50 groups, ranging from Improvisation and Armchair Bird Watching, to Curiosity Club and Astronomy. There are also numerous special health presentations and support groups that address issues such as vision loss and depression, along with drop-in groups including the twice daily Gratitude Group. One senior told Terry Englehart, the Director of Senior Center Without Walls, "I have considered SCWW an answer to a prayer. In a world where oldsters are sometimes considered second class citizens, you and your staff actually seem to love us." And while most participants will never meet face-to-face, they have forged strong friendships and indeed "know" each other. SCWW program coordinator Amy Schaible describes the miracle that occurs over the phone: "Some of our participants live two hundred miles away from each other and wouldn't recognize each other on the street. Yet they call to ask about an individual's health if they haven't participated on a call for a week or two – they have grown to care about each other."

Senior Center Without Walls has been selected to receive an honorary citation as part of the

2009 Excellence in Aging Services Award from the International Association of Homes and Services for the Aging (IAHSA). The program recognizes programs and services that are models of innovation and excellence and that contribute significantly to the quality of life of the individuals served. Congratulations to the SCWW staff!



SENIOR

Resources



Created over thirty years ago to provide Information and Referral services to seniors, Senior Resources now serves seniors in four counties: Monterey, San Francisco, Alameda, and Sonoma. The flexibility of the program and its mandate to identify and fill gaps in services to seniors has allowed it to flourish this past year. Housed at Episcopal parishes, directors of the program receive calls daily, ranging from requests for housing and food, to assistance with paying utilities and medication costs. One call came from a senior who had just been released from the hospital and returned home to no food or money because his food stamp application had been delayed. Four homemade frozen meals and three bags of groceries were delivered that day. "Tony" called the next day and said his confidence in his fellow man had been restored. "You didn't even know me but you showed up at my door in an hour with the best food I have ever tasted," he said gratefully.

Senior Resources Directors maintain discretionary Emergency Funds to help seniors in crisis—and due to the current economic downturn this need has

The Story in Numbers

Through its outreach programs in Fiscal Year '09, Episcopal Senior Communities served 4,647 unduplicated seniors.

Senior Resources

In FY '09, expanded Senior Resources to four counties: Monterey, San Francisco, Alameda, and Sonoma, providing the following services:

Information & Referral: served 2,770 seniors

Home Visits: served 185 seniors; over 600 visits; 10 volunteers

Emergency Funds: served 187 seniors; \$19,007 spent, with roughly half spent on housing, preventing senior homelessness

Wellness programs: including exercise and

falls prevention classes, health fairs and presentations, health screenings; served 390 seniors

Partnerships with Senior Centers: providing activities and holiday celebrations; served 170 seniors

Nutrition/Meals: provided monthly senior dinner, serving 65 seniors

Intergenerational projects: Knitting project: 15 seniors from two Oakland parishes knitted gifts for 75 children at Highland Hospital and 30 children at Children's

Hospital; adopted 2nd grade class in Marina

Senior Produce Markets

Senior Produce Markets provide fresh fruits and vegetables for sale at wholesale prices, providing nutrition while building community. There are currently 14 Senior Produce Markets held in senior centers, churches, and affordable housing sites, from Monterey County through Sonoma County.

Number of seniors served: 990

Number of volunteers: 205

increased considerably over the past year. The Emergency Funds were used to move a victim of domestic abuse into a shelter, set up a veteran in temporary housing for three days, and restore running water in a senior's apartment. Alameda Director Carolyn Bolton relates the joy she sees in the seniors' faces when they receive help. "They think there is no one to help," Ms. Bolton says, "and then they realize some one cares for them."

Forming partnerships with existing organizations has allowed Senior Resources to expand in new ways. For example, through a partnership with the

"You do so much for us!" exclaimed an enthusiastic Jennings Court resident.

University of San Francisco, Senior Resources has provided twice weekly exercise classes to seniors who now proudly

show off their new muscle mass and stamina! Two sessions of Falls Prevention Classes at Presidio Gate Apartments have given the seniors the confidence to walk unassisted and to once again climb the high step to be able to ride the cable car. By forming a strong relationship with the senior center in the City of Marina in Monterey County, Senior Resources has been able to provide a tai chi class, health screenings, and holiday meals for the seniors.

Responding to need, Senior Resources has created an exciting new friendly visitor program. The volunteer visiting program addresses isolation, loneliness and depression that negatively affect the health of seniors who live alone. Volunteers are

recruited from the community and then undergo background checks and extensive training. They learn to address varying needs, from lending a friendly ear, to providing food, to referring to existing services, to just being present. For example, a call came in from a desperate gentleman stating he had never been more despondent in his life. Worried he was at risk for suicide, a volunteer was at his house in five minutes. It was only afterward that the volunteer discovered it was the first anniversary of his wife's death. The gentleman shared that he felt the care he received had saved his life. San Francisco Senior Resources Director Josie McGann, who created the program, reflected, "If we weren't there for him, who would he have called?"

Affordable Housing Communities

Episcopal Senior Communities is committed to serving the whole person at its affordable housing communities, by offering supplemental programs that care for the physical, emotional, mental, and spiritual needs of the individual. The affiliation with Lytton Gardens continues to bring welcome expertise and leadership in the management of ESC's three affordable housing communities.

ESC opened its newest affordable housing community, Jennings Court, in June 2008. Now fully occupied, ESC has been able to offer the same type of support services to residents it offers to its other two communities: a Senior Produce Market for the residents and greater community, celebratory meals and events, activities, and through a gracious partnership with Spring Lake Village, access to transportation so the residents

Senior Center Without Walls

Senior Center Without Walls is an award winning telephone community that combats isolation and loneliness in seniors living alone by providing free telephone conference classes, presentations, and support groups.

Number of seniors served: 320

Number of volunteer facilitators: 43;
3 interns

Number of course offerings: 50;
special presentations: 36

Senior participants placed 20,100 calls to the groups; 3,900 reminder/well-being calls were made to participants.

Senior Center Without Walls received a 2009 Citation of Honor from the International Association of Homes and Services for the Aging.

Affordable Housing Communities

Episcopal Senior Communities supports the residents of its three affordable housing communities in the following ways:

- Providing Senior Produce Markets at each site
- Funding activities, health presentations, excursions, holiday meals
- Subsidizing a 5 days/week meal program at Presidio Gate Apartments, serving 17 seniors

- Supporting an intergenerational meal program at Oak Center Towers, serving 50 – 70 seniors weekly

Life Care Communities

ESC provided financial assistance to 26 residents for a total of \$652,845.

Care at Home/Sonoma County

In partnership with Spring Lake Village, Care at Home served 201 Sonoma County seniors, providing services such as transportation, shopping, meal preparation, companionship, laundry, and simple chore assistance.

can go grocery shopping. One enthusiastic new resident exclaimed at the market, “You do so much for us!”

Oak Center Towers in Oakland just completed another successful year in partnership with the innovative Future Chefs Academy (formerly Jr. Iron Chefs). Both elementary school students and eighth graders met weekly to provide delicious, nutritious meals and snacks for the residents, who enjoyed not only the food, but also the chance to talk to and support the children. OCT Administrator Vincent Cheung reports, “the residents really enjoy having the children around – and it gives them an opportunity to socialize with each other.” OCT was a key sponsor in Oakland’s city-wide “Safe Night Out,” providing food and entertainment for the enjoyment of its West Oakland neighbors.

Presidio Gate Apartments (PGA) continues to be a busy, considerate neighbor. In addition to hosting the twice weekly Falls Prevention Classes, it serves as a polling place, hosts parent-teacher meetings for nearby Presidio Knolls School, opened its doors to Kaiser Hospital for an event, and holds monthly On-Lok presentations for its residents and community members. PGA residents keep busy by volunteering with many organizations, helping the homeless, and donating books to the San Francisco Public Library.

On a small scale, ESC offers support for Lytton’s many resident programs, including its weekly produce market. Lytton Gardens continues to shine as an example of service to its community, sponsoring many events throughout the year.

Life Care Communities

In keeping with its mission and promise to residents, Episcopal Senior Communities provided \$652,845 toward residents’ assistance over the last year. This commitment continues to give residents the security and comfort they need to thrive and to live full lives.

Each of ESC’s Life Care and Continuing Care Retirement Communities (CCRC) takes seriously its responsibility and mission to function as a public benefit. In addition to the countless hours residents give so generously to a variety of organizations, each Community also participates in and contributes to its local community. For example, Canterbury Woods hosts community classes and lectures as well as its annual Jazz in the Woods event, opening its doors to the entire community of Pacific Grove. St. Paul’s Towers graciously hosts meetings for nearby churches and social groups and its staff and residents work together holding semi-annual food drives. Spring Lake Village residents and staff continue their significant commitment to the annual Alzheimer’s Memory Walk, while Los Gatos Meadows staff participate in Rotary and residents assist with city beautification projects. Finally, San Francisco Towers residents continue their long-standing support for the Redding School, hosting holiday and musical events for the diverse elementary school children.



Homebound SCWW participant Clarissa is grateful she has “contact with the world again.”



Monterey Visiting Nurse Association staff provide health screenings at the annual health fair in Marina.



The Future Chefs Academy trains Oakland elementary school children to serve OCT residents a nutritious meal.