

# Hyde Park Center for Older Adults

## 2016 Annual Report

2016 was the fourth year Hyde Park Center tracked its work in improving access to health care for older adults, as a United Way Agency Partner. 660 people were assisted through

- health activities (1,512 programs for 577 people, attendance of 13,655)
- health care social work (267 hours, for 113 people)
- transportation to medical appointments (1,072 trips for 87 people)

Through these services participants are able to maintain their health more effectively and live independently for a longer period. Outcomes include:

- 100% participated in wellness, physical and mental activities to remain independent
- 95% participated in active case management to access health care
- 98% attended regularly scheduled medical appointments

### Social Work

520	Hours of social work: <u>53%</u> assistance with financial matters; <u>34%</u> linkage to community services; <u>13%</u> assistance with obtaining/keeping public benefits	
94%	New participants reduced risk of abuse or neglect by one or more levels	
90%	Ongoing participants maintained lowered levels of risk	
100%	Received services they needed when they called the Center's case manager	
88%	Would not have been able to get this help without Center's case manager	
68%	Wanted to ask someone knowledgeable; 40% didn't know who else to ask	
32%	Don't have any relatives nearby who can help; 28% have impairments	
31%	Rated their health as fair or poor; 69% rated their health as excellent or good	
96%	Center's case manager helps them stay independent	
	130	Participants: (16% increase)
40%	Poverty level	69% Economically disadvantaged
42%	Age 80 or older	25% Non-white
62%	Disabled	72% Live alone
31%	Hyde Park	24% Madisonville      20% Oakley

#### *Survey comments:*

"Professional, knowledgeable, helpful, good listener, responsive – excellent help! Thank you so much for having a person of this caliber serving the community." "Very knowledgeable about every question that I had. Knows her job quite well." "Her positive attitude and willingness to help. I feel very lucky to have these services available to me." "She is the best. Miss Susan is the best lady who helps me with everything."

### Transportation

5,617	Trips (5% increase): <u>62%</u> to Center lunch/programs, <u>19%</u> to medical appointments, <u>19%</u> to grocery	
61%	Relatives aren't available; <u>48%</u> can't afford taxis; <u>32%</u> have trouble using the bus	
52%	Would not be able to get to medical appointments without this service	
97%	Using Center's transportation has improved their ability to get to appointments	
100%	Center's transportation helps them stay independent	
95%	Usually able to get a ride when they need it, or staff helps find another time	
100%	Drivers are usually prompt about getting to destination on time and picking up	
100%	Drivers help them in and out of the vehicle if they need help	

94% Drivers help them find correct office if unsure where to go in large building  
 129 Participants (19% increase)  
 46% Poverty level 75% economically disadvantaged  
 49% Age 80 or older 34% Non-white  
 66% Disabled 81% Live alone  
 36% Hyde Park 27% Oakley 27% Madisonville

*Survey comments:*

"I feel confident each time that they will get me to my appointments where I need to go." "It helps us in the assurance that we are able to get to medical and grocery places." "Convenient, comfortable, prompt and affordable." "It's inexpensive, safe and courteous." "Drivers are gracious and professional." "Nice people and it relieves anxiety." "They care, they help when we need and they are on time." "I trust you."

Wellness Activities

1,543 Wellness activities  
 9,231 Total attendance  
 25% Come to activities at least once a week  
 100% Those coming twice a week who were not institutionalized during year  
 98% Feel life is more satisfying because of Center's people and activities:  
 83% They're spending more time with people  
 68% They feel part of the Center "family"  
 63% Center activities give them something to look forward to  
 89% Believe health is good or excellent  
 96% Believe HPC is helping them maintain their health  
 577 Participants:  
 14% Poverty level 48% Economically disadvantaged  
 42% Age 80 or older 13% Non-white  
 13% Disabled 52% Live alone (national average is 30%)  
 44% Hyde Park 12% Oakley 12% Madisonville

*Survey comments:*

"Making new friends and exercising my brain." "Inspiration from those in their 80s-90s who are still active and interested in life." "Meet people - get out of comfort zone." "Get out of the house, people, great programs." "Close to home." "Trips to people I have never been." "The people are very nice here."

Meals

4,703 Meals (6% increase)  
 21% Come on every meal-day 29% Come once or twice a week  
 99% Rated meals as excellent or good  
 91% Believe Center meals help them stay healthy  
 96% Benefit from coming to lunch:  
 77% Good, nutritious food  
 74% Socializing with others  
 39% Helps save money on food  
 345 Participants, same demographics as for Wellness

*Survey comments:*

"Hot, tasty, nutritious, served pleasantly." "Excellent meals at a good price." "I find it difficult to cook." "For the food, fellowship and programs." "sharing lunch with others." "Enjoy coming." "Saves cooking - socialize." "Good food and camaraderie." "You do not leave feeling hungry." "Table of 4 good for conversation."

## 2016 Financial Statement

### Revenue

Contributions	121,208
Government grants and fees	119,120
Foundations	67,000
United Way allocation	61,735
Fundraising revenue	26,575
Program fees earned	4,525
Memberships	5,858
Investments	61,005
Other income	<u>994</u>
<i>Total Revenue</i>	407,015

### Expenses

Social work services	70,608
Transportation	74,421
Wellness	135,346
Meals	<u>84,497</u>
<i>Total program expenses</i>	369,923
Management and general expenses	53,630
Fundraising	<u>50,781</u>
<i>Total expenses</i>	474,334

<i>Change in net assets before investment return</i>	(67,319)
<i>Investment return</i>	61,460

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