

Hyde Park Center for Older Adults

2017 Annual Report

2017 was the fifth year Hyde Park Center tracked its work in improving access to health care for older adults, as a United Way Agency Partner. 676 people were assisted through

- health activities (1,514 programs for 587 people, attendance of 14,127)
- health care social work (349 hours, for 125 people)
- transportation to medical appointments (1,037 trips for 73 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
- 94% participated in active case management to access health care
- 98% attended regularly scheduled medical appointments

Social Work

540	Hours of social work: <u>57%</u> assistance with financial matters; <u>22%</u> linkage to community services; <u>19%</u> assistance with obtaining/keeping public benefits
94%	New participants reduced risk of abuse or neglect by one or more levels
92%	Ongoing participants maintained lowered levels of risk
100%	Received services they needed when they called the Center's case manager
76%	Would not have been able to get this help without Center's case manager
68%	Wanted to ask someone knowledgeable; 17% didn't know who else to ask
22%	Don't have any relatives nearby who can help; 20% have impairments
34%	Rated their health as fair or poor; 66% rated their health as excellent or good
98%	Center's case manager helps them stay independent
139	Participants: (7% increase)
37%	Poverty level 76% Economically disadvantaged (200% poverty)
40%	Age 80 or older 22% Non-white
55%	Disabled 74% Live alone
28%	Hyde Park 25% Oakley 17% Madisonville

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

6,110	Trips (9% increase): <u>66%</u> to Center lunch/programs, <u>17%</u> to medical appointments, <u>17%</u> to grocery
60%	Relatives aren't available; <u>57%</u> can't afford taxis; <u>40%</u> have trouble using the bus
45%	Would not be able to get to medical appointments without this service
100%	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

95% Drivers help them find correct office if unsure where to go in large building
 136 Participants (5% increase)
 40% Poverty level 77% Economically disadvantaged (200% poverty)
 52% Age 80 or older 30% Non-white
 64% Disabled 79% Live alone
 34% Hyde Park 31% Oakley 23% 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

1,545 Wellness activities
 9,543 Total attendance (3% increase)
 25% Come to activities at least once a week
 98% Those coming twice a week who were not institutionalized during year
 100% Feel life is more satisfying because of Center's people and activities:
 63% They're spending more time with people
 63% They feel part of the Center "family"
 55% Center activities give them something to look forward to
 89% Believe health is good or excellent
 82% Believe HPC is helping them maintain their health
 587 Participants:
 16% Poverty level 50% Economically disadvantaged
 40% Age 80 or older 14% Non-white
 15% Disabled 49% Live alone (national average is 30%)
 44% Hyde Park 11% Oakley 10% 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

4,872 Meals (4% increase)
 45% Come on every meal-day 28% Come once or twice a week
 98% Rated meals as excellent or good
 98% Believe Center meals help them stay healthy
 95% Benefit from coming to lunch:
 75% Good, nutritious food
 93% Socializing with others
 33% Helps save money on food
 353 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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