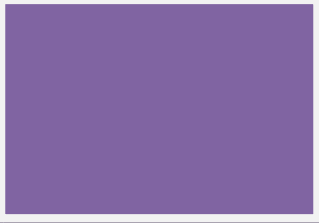


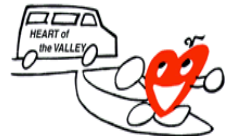
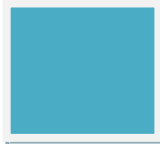
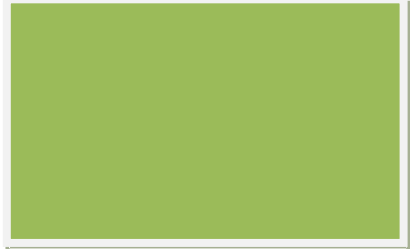
Committed to facilitating, advocating and supporting independent living for seniors residing in West Santa Clara County



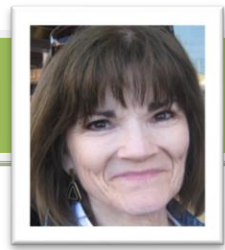
Heart of the Valley  
SERVICES FOR SENIORS, INC.

# ANNUAL REPORT

2015



## Executive Director's Message



"I want to stay put," an 88 year old client recently told me. "Home is more than just a roof over my head," she continued. "It's my memories, what I'm familiar with and where I can be myself. I'm smart enough to know I can't stay here without some help. Can you help me?"

"We certainly can," I happily replied. "Let me tell you about what Heart of the Valley volunteers can do."

"Community" is one of the most powerful words in the English language. HOV isn't a place; it's a community that functions on caring, giving, thoughtfulness, concern and hard work. People who understand the challenges facing seniors who want to live independently in their homes, become invested in our mission.

Our five founders, Dave, Ted, Verna, Aldyth and Walt from the Santa Clara Methodist Retirement Foundation board, certainly understood the challenges facing seniors in their community. Yet, they also believed that people in the "neighborhood" would volunteer to help seniors in their homes while others would provide needed funding so that clients could receive services without cost.

They also knew that escorted transportation was highly needed and not readily available and that seniors would be willing to ask for help if in-home services were just a phone call away. Their predictions are as true today as they were when they founded HOV more than 29 years ago!

With so many community services now available online, in 2016, we plan to help clients with Internet access and a desire to learn to take advantage of some of these services. Our volunteers will be on hand to teach clients to shop, make medical appointments, explore their genealogy, send email, and surf the net from the comfort of their own homes.



At HOV we have a diverse group of volunteers and supporters. They make our agency stronger and more valuable, and that directly benefits our clients. They are the reason we are here 29 years later, and why we are still available when seniors call for a ride, a visit, or help around their homes. I'd like to extend my great appreciation to the hundreds of volunteers and donors who have shared their time and resources over the years to make sure our communities' most vulnerable citizens are cared for. Our plan is to also be here when our volunteers and donors might need a little extra help to remain living independently in their homes.

It is my absolute joy to be the Executive Director of Heart of the Valley as I look to my 26th year of service. As always, we have many new plans and ideas for the upcoming year. I personally invite you to call me at (408) 241-1571 to share any thoughts you may have about how we can enhance our program.

**Glenda Cresap**

*Glenda Cresap*

**Executive Director**

**BOARD OF DIRECTORS**

**President:** Deanna Barnett  
**Vice President:** Helen Shaw  
**Secretary:** Dennis Moore  
**Treasurer:** Derek Jensen  
**Director:** Melissa R. McKenzie  
**Director:** Meghan O'Hare  
**Director:** Larry Lightman  
**Board Recorder:** Nirmala Iyer

**STAFF**

**Executive Director:** Glenda Cresap  
**Volunteer Coordinator:** Kirby M. Cristobal  
**Administrative Manager:** Eleanor Seath



## Board President's Message



2015 was another great year for HOV and the seniors we serve. This is due to the time, talent and treasure from all of you volunteers, supporters and donors. The board, staff and seniors are most appreciative for your support and encouragement!

Silicon Valley has experienced an economic boom in recent years. However, this influx of wealth has created a great economic hardship for many seniors who have seen their cost of living rise while Social Security payments remain stagnant. Almost eighty percent of our seniors live at or below the poverty line. All that you do, whether through volunteerism or donations, is helping seniors continue to live in their homes with dignity and grace.

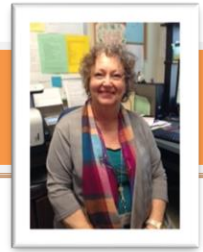
As I watch the news, I hear many of those running for political office talk about the “ordinary” person. At HOV there are many “ordinary” people giving of themselves in extraordinary ways. Because of your extraordinary doing and giving, everyone at HOV enjoys being surrounded by positive, generous, dedicated people like you who are willing and wanting to give the best of themselves to help and improve the lives of seniors. All of you are a booster shot of love and encouragement to the seniors as well as the office staff and board.

In the upcoming year we plan to continue the excellent programs we offer, respond to seniors’ needs with any needed new programs, and streamline our quality of service. We expect 2016 to be a truly exciting year and we are so appreciative of your part in it!

**Deanna Barnett**  
*Deanna Barnett*  
**President of the Board**



# Volunteer Coordinator Message



Heart of the Valley is a volunteer agency. All that we do--one-on-one client services, administrative and program support, newsletters, social media, events, presentations, grants and donor requests, and the Board of Directors--we do with volunteers!

Our volunteers come to us from many backgrounds and many reasons for giving their services to a senior services agency. I have found that regardless of the age, levels of education, or cultural background, our volunteers are all bright, creative, and compassionate people.

The year 2015 brought about a lot of changes, expansions and additions to our programs and services. Our volunteers continue to step up and do what's needed to keep Heart of the Valley up and running free of charge and providing needed services to our seniors.

This next year will bring about more changes with a new Volunteer Management System, which will give our volunteers an opportunity to self-assign client services. In 2016, our volunteers will be expanding our commitment to keeping our seniors independent by offering education and access to technology.

HOV is, and will remain, the friendly neighborhood agency it has been for 29 years. We delight in helping and assuring families that their parents and grandparents will have a friend to drive them, assist them with handyman and yard services, and help them care for their pets.

**Kirby M. Cristobal**  
*Kirby Cristobal*  
**Volunteer Coordinator**

# Services & Statistics

In 2015 Heart of the Valley received **3,286 calls** to request the senior services listed below. More than 220 dedicated volunteers responding by donating over **16,400 hours** and driving seniors over **31,000 miles**.

## Services Provided

- ♥ 1,759 Rides to med appts
- ♥ 817 Shopping trips
- ♥ 359 5D (drug disposal) pickups
- ♥ 304 Friendly visits/calls
- ♥ 193 Handyman services
- ♥ 177 Hazardous waste pickups
- ♥ 164 Yard work services
- ♥ 122 Paperwork requests
- ♥ 107 House projects
- ♥ 81 Computer services
- ♥ 68 Advocacy services
- ♥ 57 In-A-Pinch services
- ♥ 42 Pet services
- ♥ 24 Respite services

## Stats of Those We Served

- ♥ 88% of callers were women
- ♥ 78% of callers live alone
- ♥ 86% of clients were over 76
- ♥ 77% of clients live at or below the poverty level
- ♥ 37% of clients were disabled
- ♥ 26% of clients have no family

## Services by City

- ♥ Santa Clara 51%
- ♥ San Jose 25%
- ♥ Sunnyvale 7%
- ♥ Cupertino 7%
- ♥ Campbell 5%
- ♥ Saratoga/Monte Sereno 3%
- ♥ Los Gatos 2%



## Special Programs

In addition to the many services listed on the previous page, the following is a list of the special programs we offered in 2015 along with a couple of new ones for 2016:

**Disaster Preparedness Project:** Trained volunteers conduct safety checks, develop disaster plans and create disaster kits for seniors.

**“Safe at Home”:** Volunteers visit seniors’ homes and perform safety checks including locks, lighting, tripping hazards, etc. We also change batteries in clocks, watches and remotes. This program includes the “Have a Heart” neighbor check-in program.

**Assistive Devices:** The community donates wheelchairs, walkers, shower chairs, toilet risers, canes, etc. to pass along to seniors in need.

**In-A-Pinch (IAP):** Volunteers provide same day (24-48 hr.) services for client’s immediate needs. This program doesn’t replace existing 7-day notice service, but is there when more immediate needs occur. (e.g. sick pet, unforeseen medical appointment or shopping, etc.)

**Humane Hearts 4 Pets & Seniors:** HOV collaborates with the Humane Society of Silicon Valley to meet the needs of our clients with pets. HOV volunteers also take clients to pick up supplies and food from the Humane Society’s Pet Pantry. And in 2016 we will offer a Pet Guardianship Program for seniors who wish to have someone named if they can no longer provide for their pet.

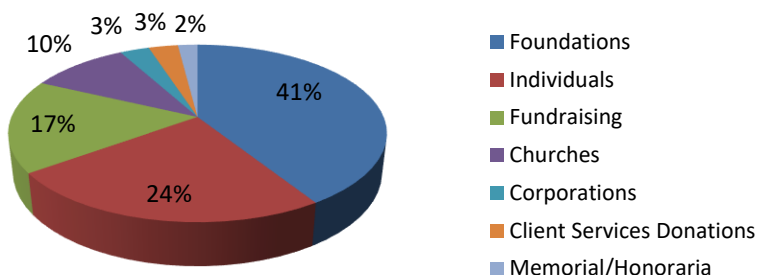
**NEW IN 2016! Seniors in Tech:** HOV volunteers will teach seniors how to shop online, use email, research medications, make doctor’s appointments and much more from the comfort of their own homes.

**NEW IN 2016! Young At Heart:** Senior isolation can lead to poor physical and mental health. This program will encourage seniors to leave their homes by utilizing our volunteers to go track walking, visit local parks, go to museums, events, plays or theatre.

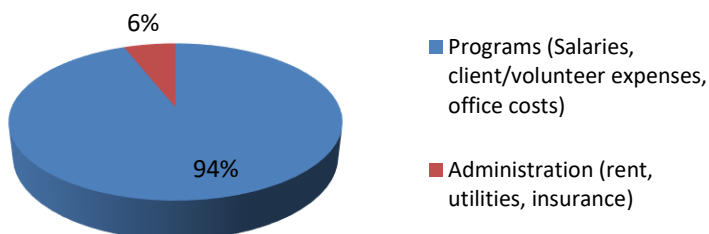


# Financial Summary for 2015

## Revenue



## Expenses






Total 2015 Revenue	\$103,686
Total 2015 Expense	<u>\$98,560</u>
Revenue in excess of Expense	<u><u>\$5,126</u></u>
Net Assets 12/31/14	\$68,523
Net Assets 12/31/15	\$73,636
In kind giving	\$4,892





## Ways to Give

Heart of the Valley relies upon your tax-deductible contributions to continue helping the seniors we serve to remain independent in their own homes. Here are many ways you can contribute to this important cause (visit our website for even more options):

- ♥ **Volunteer** with clients, work in our office, or serve on our board
- ♥ **Donate** cash or items to help support our office or our clients
- ♥ **Pledge** a donation in monthly or quarterly installments
- ♥ **Memorialize or honor** a loved one by donating in their name
- ♥ **Donate stocks** to avoid capital gains tax – it's also tax deductible
- ♥ **Give a vehicle or real estate:** We sell it; you get the deduction
- ♥ **Endow:** We invest the principle and only withdraw interest and dividend income to support seniors in perpetuity.
- ♥ **Become a sponsoring business:** We will gladly promote your giving
- ♥ **More ways to give:**   

**TAX DEDUCTIBLE GIFTS:** We accept cash, checks and credit cards. Annual or onetime gifts may be made by mailing a check to Heart of the Valley, PO Box 418, Santa Clara, CA 95052. In kind gifts of securities, services, personal property, including vehicles or real estate, may be made by contacting the Heart of the Valley office for instructions. Please also visit our website at [www.servicesforseniors.org](http://www.servicesforseniors.org) and click on the “Donate” button to submit your donation via Paypal.

We are a non-profit 501(C)(3) organization. Federal ID: 77-0154535  
State ID: 1195602.



## ♥ Quotes From the Heart ♥

Here is a sampling of client comments and appreciations that epitomize the importance of the role that Heart of the Valley plays in their lives:

“It’s important to me to have people of all ages in my life. That’s one of the things I like about Heart of the Valley. I just never know who my next helper is going to be. I had a young 25 year old woman and we got along like we were longtime friends.”

♥ Betty



“My independence means everything to me, which is why Heart of the Valley means so much to me.”

♥ Beth

“I put Heart of the Valley’s number right next to my telephone and call it whenever I need help or answers.”

♥ June



“Losing friends and family over time is the worst part of getting older. Making and meeting friends from Heart of the Valley helps to fill in some of my losses. The volunteers really do feel like friends to me.”

♥ Muriel

“It has been a rough year for me health wise, and your volunteers went the extra mile for me. This meant so much to me. It would have been horrible without you and your wonderful services.”

♥ May



“I like going for rides and your organization is the only group I know that will drive an old guy like me around town from time to time. I think your services are priceless.”

♥ Stan

“Every day I make a list of things I need help with and places that I need to go and when I'm ready, I call the Heart of the Valley office and ask for help from one of their wonderful volunteers. They are angels.”

♥ Sylvia

“My son set me up with his old computer before going home to Phoenix. Now when I need help, which is more often than I like to admit, it's good to be able to call and get a smart volunteer from Heart of the Valley.”

♥ Joan

# About Heart of the Valley

**Heart of the Valley, SERVICES FOR SENIORS** (HOV) was founded in 1984 by five compassionate Santa Clara County residents who knew that everyone wins when seniors can remain longer in their own homes. Seniors' lives are richer and more fulfilling when they can continue to live independently and remain engaged in the life of their communities.

For the past 29 years, HOV and its volunteer brigade have helped thousands of seniors to live independently in their own homes. We do this by offering a range of services and programs, from escorted transportation to yard work, to paperwork help, to home safety checks, and much more. And we do it all at no charge to our clients.

Our service area is western Santa Clara County—Sunnyvale, Cupertino, Santa Clara, Saratoga, Monte Sereno, Los Gatos, Campbell and six zip codes in western San Jose (95117, 95125, 95126, 95128, 95129 & 95130). Seniors (65 and over) simply phone our office a week in advance of the service they need. We then contact one of our helpful volunteers who schedules the service visit with the client. No paperwork, application or registration fee or other process is required; an envelope requesting an optional donation is mailed afterward.

## **Heart of the Valley, SERVICES FOR SENIORS, Inc.**

P.O. Box 418

Santa Clara, CA 95050

Phone (408) 241-1571

Fax: (408) 241-1395

Email: [contact@servicesforseniors.org](mailto:contact@servicesforseniors.org)

Web: [www.servicesforseniors.org](http://www.servicesforseniors.org)

Also follow us on:    

