

Executive Director's Message Glenda Cresap

What a fantastic job you all did in 2013! We heard many great stories from our clients about the exceptional services they received from our caring and talented volunteers. Our Board of Directors worked very hard with our generous donors to give us the financial support we needed to keep our services and programs on track. Our office is organized and well-run thanks to the addition of Eleanor Seath our new Administrative Manager and well-coordinated staff.

Heart of the Valley is proud to be celebrating our 27th year of providing volunteers to help seniors maintain their independence. "Aging in place", is the ability to live in one's own home and community safely, independently, and comfortably, regardless of age, income, or ability level. Housing is a part of good healthcare and at Heart of the Valley we see its importance everyday. Heart of the Valley received 3,564 calls from seniors for services this year. With 489 referrals, Heart of the Valley provides a link to other service agencies in our area, not only for seniors, but for disabled, homeless, caregivers, families, new comers to our area and even other service providers.

"Until you are my age, you will never know the value of the services you provide", one of our 89 year old clients told me. I thank everyone who's played a part, no matter what size, in helping us be the best we can be. Keep watching and supporting us, there are great things ahead in 2014!

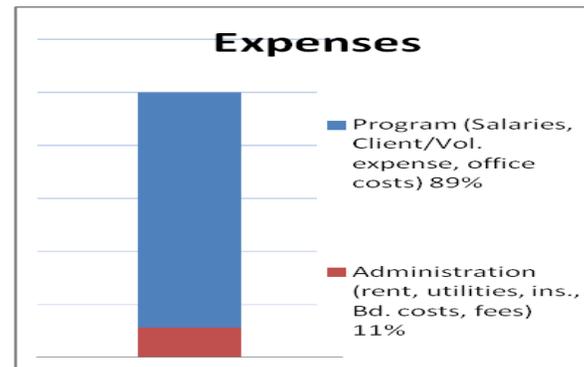
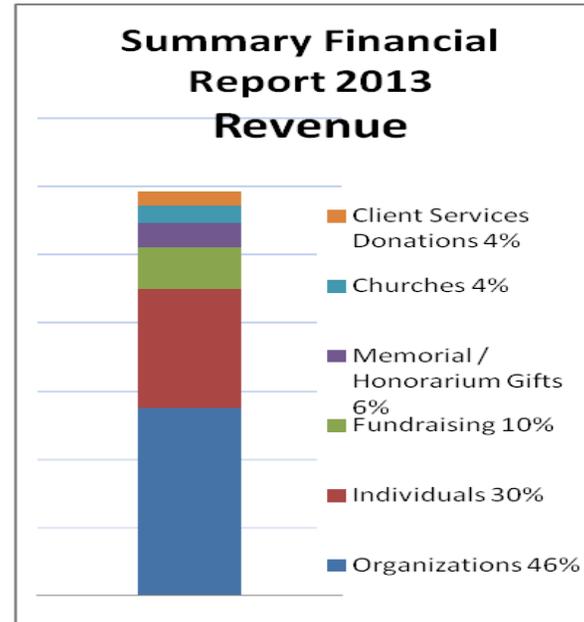


Coordinator of Volunteers Kirby M. Cristobal

Heart of the Valley's 27th year was a good one with improvements in staffing and revenue. Heart of the Valley, SERVICES FOR SENIORS, INC. is tremendously thankful to all of the volunteers who have given so much in 2013 and all the years before. Our volunteers are a diverse culture of ages, ethnicity, education and economic status. They are students, working professionals, retirees, unemployed, single, parents and grandparents. Our volunteers work in the field with our seniors providing in home services, and the most needed, and asked for, escorted transportation. In 2013 our volunteers performed 18,894 hours of service, driving seniors 46,012 miles! Beyond the scope of our regular field services, our volunteer's work with Heart of the Valley to see to whatever needs the senior may have. If we can't do it, we find someone

who can. Our volunteers work in the office, on our website and social media sites. Volunteers include community partners and donors and anyone who contributes to Heart of the Valley in time, talent and money.

Our volunteers are the largest funders of Heart of the Valley in the time and services given to satisfy our mission of assisting our seniors remain living independently.



Total Revenue	\$118,621.71
Total Expenses	\$83,433.42
Revenue in excess of Expenses	\$35,188.29
Net Assets 12/31/12	\$24,211.17
Net Assets 12/31/13	\$59,399.46
In kind giving	\$14,220.00

Heart of the Valley Services

Escorted Transportation: Volunteer drivers donate their own cars and gasoline. Volunteers drive seniors to medical and business appointments, to the movies or a restaurant, to do shopping and errands, to a club meeting, to get their hair fixed, out to the cemetery, or to visit a sick friend in the hospital and even take pets to the groomers and to the vet.

In-Home Services: Volunteers provide assistance with house projects, handyman services, yard work, computer assistance, paperwork, telephoning, visitation, respite, shopping and errands, advocacy, friendly phone calls and referrals.

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

Senior Safety Net Program: Clients in need contact our office or are identified by volunteers to receive much needed assistance for basic needs. Individuals donate needed items such as paper products, incontinence supplies, toiletries, cleaning supplies etc., which are then passed along to needy seniors.

"Safe at Home": HOV volunteers visit seniors' homes and check for things like locks on doors, slippery floors, throw rugs and mats that need to be secured. We also check for appropriate lighting inside and out, for obstacles that need to be removed from high traffic areas, for railings and stairways in need of repair, we change batteries in radios, clocks, watches, remotes and check for overloaded circuits. Includes a neighbor check-in program "Have a Heart".

Hazardous Waste Program: Trained HOV volunteers at the request of clients, pick up old batteries, light bulbs, paints, insecticides, cleaners, electronics and toxic materials from their homes and take them to proper disposal sites.

5D Program (Don't Dump Drugs Down Drains): HOV volunteer accompanied by a police officer, at the request of clients, pick up used old or unwanted prescriptions and over the counter medications and take them to Police Dept. for proper disposal. Information & Education is our focus in 2014.

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



Thoughts from our Board President Pro-Tem, Helen Shaw

Happy New Year Everyone!

The Heart of the Valley Board of Directors has been very busy in 2013. Our focus has especially been on fund raising programs, marketing outreach, increasing our online presence, partnering with other organizations and many other initiatives.

We are so grateful for our funders, supporters and volunteers for allowing Heart of the Valley to continue on with our mission to serve our senior clients so that they can remain independently living in their homes. Thank you so much! Our clients really appreciate Heart of the Valley for being there for them and meeting their needs. They always tell us how grateful they are to have an organization such as Heart of the Valley that they can rely on time after time.

As for myself, coming from a large corporation like Apple, it is so refreshing to see how a small organization with such big hearts can make such a huge difference in the community. I have served on the HOV Board of Directors for 3-1/2 years. During this time I have witnessed first hand how wonderful it is to be part of such a caring organization of volunteers.

This past year I became acting President when our dear President, Dell Boccignone, became ill and sadly passed away. Dell served on our board for over 17 years. He was very involved in many of our efforts serving our seniors, assisting with fund raising and anything else that was needed. He truly showed what it means to have a heart for our seniors. He lived by the motto that we should always remember our mission and put Heart of the Valley's needs above anything else. I am so grateful for having the opportunity to work with such dedicated people on a mission and especially grateful to have worked with Dell.

I am confident that 2014 will be another great year for HOV. Yes, we have a lot to do, but we have so many great people who are very passionate about our organization that anything is possible. So, stay tuned to your newsletters to hear what we are doing as we go through the year. It should be an exciting year!

"Let us be grateful to people who make us happy; they are the charming gardeners who make our souls blossom." *Marcel Proust*



Some 70% of seniors spend the rest of their life in the place where they celebrated their 65th birthday." *Senior Resource*



Our Mission Statement:

Heart of the Valley, SERVICES FOR SENIORS, Inc. is a 501(c)(3) corporation, committed to facilitating, advocating and supporting independent living for seniors residing in West Santa Clara Valley.



Remembering Dell



Our beloved Board President, Dell Boccignone, passed away from pancreatic cancer on November 8, 2013. Dell served on our Board of Directors since 1996. Dell had a huge heart for seniors. He was a generous volunteer who provided many miles of escorted

transportation for our Heart of The Valley clients. Dell wrote, "Serving our elderly clients in order that they may continue to remain independent and enjoy a modicum of freedom of choice in their daily living, is a win-win relationship that we are blessed to experience as volunteers".

Those of us who had the privilege of working with Dell, deeply loved, respected and appreciated him. He gave us the gift of his time and resources and we were blessed to have him on our team for seventeen years. His gracious influence will always be at the heart of our agency. He is sadly missed by our staff, our Board, our clients and volunteers.



"Transporting Seniors to Independence"



Heart of the Valley,
SERVICES FOR SENIORS, Inc.

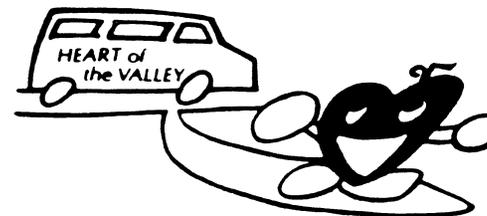
Celebrating 27 years of care and commitment.

Heart of the Valley, SERVICES FOR SENIORS, Inc.

P.O. Box 418, Santa Clara, CA
(408) 241-1571 FAX(408)241-1395

seniorservices@aol.com

<http://www.servicesforseniors.org>



Board of Directors

Dell Boccignone, *President*
Helen Shaw, V.P. | *President Pro Tem*
Diane Ashe, *Secretary*
Karen Cleveland, *Treasurer*
Glorian Quigley, *Director*
Cheryl Glen Anderson, *Director*
Siddharth Venkatesh, *Director*
Donna Marencia, *Director*
Dennis Moore, *Director*

Staff

Glenda Cresap, *Executive Director*
Eleanor Seath, *Administrative Manager*
Kirby Cristobal, *Coord. of Volunteers*
Carolyn Donnell, *Administrative Assistant*

ANNUAL REPORT 2013