

Annual Report 2004

Healthcare and Elder Law Programs Corporation



H.E.L.P.

a non-profit education and counseling center providing impartial information to older adults and their families regarding elder care, law, finances and more

H.E.L.P.

Because Older Adults Matter



2004 H.E.L.P. Board Workshop

Families assisted by H.E.L.P.

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Planning and Crisis Response

H.E.L.P. provides accurate, up-to-date, impartial information and advice on subjects older adults specially care about. We help older adults to help themselves. And we help their families and friends to help them.

Elders want and need to plan, and to solve problems. Their caring families and friends share these wants and needs. People make much better plans and decisions if they are able to obtain accurate, up to date, impartial information and advice. Unfortunately, all too often people do not seek needed information and advice until a crisis has arisen. Their reluctance often comes from concerns about the cost of obtaining information and advice and their wariness about the legal profession.

Many Are Impacted

More than 35,000 people age 75 or older (and 80,000 people 65 or older) live in our South Bay portion of Los Angeles County. And all across the country,

- Nearly one in four households is involved in family caregiving for an elder relative or friend.
- 30% of the workforce is involved in such care.
- 20% to 40% of family caregivers also have children under 18.

A large portion of the elders who benefit from our services suffer from chronic or acute disability, in the form of aging-related health problems; many are residents of nursing homes.

There are more women than men in the older adult population, and more women than men are caregivers for elders.

We Help Alleviate Suffering

A major focus of our work is to help older adults and families deal with the impacts of a health crisis. The physical impact of such a crisis is only part of the package of suffering, especially without any advance warning or preplanning. It can:

- Force the person from his/her home permanently, to receive at times unsatisfactory care in an unfamiliar and/or unfriendly institution.
- Introduce the victim and family to the many mysteries of modern health care, including doctors they've never seen before who make critical decisions for them.
- Produce dreaded days, months and even years of unwanted medical intervention for the patient and family.
- Spell financial disaster for the victim and the victim's spouse.
- Immerse the victim and family in the maze of Medicare and Medi Cal – programs that (although well-intentioned) confound young and old alike.

Our multi-faceted response includes providing critically needed information and advice through Listen, Then Help; free public classes; private consultations; publications (like *Your Way*); and web sites (like www.better-endings.org).

H.E.L.P. is a private I.R.C. 501(c)(3) non-profit organization founded in 1996. An "advice only" agency, we do not prepare legal documents, take on representation of clients, have any financial product to sell, or seek or accept referral fees of any kind. All services are free or low-cost. All services are available without regard to the person's income or resources.

Did You Know?

More than 35,000 people age 75 or older (and 80,000 people 65 or older) live in our South Bay portion of Los Angeles County.

H.E.L.P.

Education and Counseling



Class Attendees



Consultation Service

Programs

We help people make better plans and avoid crises. We also help them deal with crises when they occur. We have three primary programs for doing this: Public Classes; Private Consultations; and Listen, Then Help.

Public Classes

We present our public classes across the South Bay, providing a safe place where Jack and Betty learn how to protect themselves from the disasters that can flow from a health crisis. Where Mas and Teri and their children learn how to communicate about care, money, living arrangements and more. Where Jane learns how to maintain more control over her future and to preserve her dignity. We educate not only the community, but professionals in the community as well.

Private Consultations

We provide private consultations for individuals, couples and families at the H.E.L.P. Center. At these consultations, Tom and Helen and their children create solid plans for dealing with Tom's recent stroke and nursing home care. Or Earl creates a strong plan to provide for his now adult disabled daughter, the daughter he thought he would outlive. We help people find solid solutions and make achievable plans.

Class Series

- Who's In Charge? *Powers of attorney, conservatorships*
- You Can't Take It With You *Estate Planning*
- Medi-Cal Mysteries Solved *Long-term nursing home care*
- Long-Term Care Insurance - Good, Bad or Unnecessary?
- Taxes, Taxes, Taxes! *Taxes and the older adult*
- Let's Talk *Family communication about what matters*

New Publications in 2004

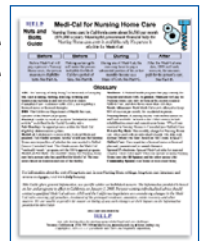


With the help of a terrific task force of dedicated community professionals, we created a new edition of *Your Way* — our popular guide helping families avoid Schiavo-type tragedies.

Your Way helps people like Mrs. F, who came to the H.E.L.P. office to pick up a copy of our Power of Attorney for Health Care form and *Your Way* guide. After she went over *Your Way* with her daughters, she told us that there were many things they had not thought of and that *Your Way* helped them all feel peaceful and secure in their decisions. Mrs. F lives with a partner,

whose son was very reluctant to talk about end-of-life issues with his dad, but now they too have asked for *Your Way* and our Power of Attorney for Health Care form, because of the positive experience of Mrs. F and her daughters.

We also created our first "Nuts and Bolts" guide, which provides the community with the best concise guide on the complex Medi-Cal nursing home program.





Listen, Then Help Service

We provide service referrals, information and advice in response to telephone, walk-in and written inquiries. This is a program where Suzi calls from across the country and learns how to arrange home care for her mom. And where Bob stops by and learns how to protect his parents from the sleazy annuity salesman. We create and make available dozens of publications and guides covering long-term care, estate planning, end-of-life care, and other aging related topics. In addition, more than 13,000 copies of our quarterly *H.E.L.P. Is Here* magazine are sent out free of charge.

We Help Protect Elder Consumers

Elders are often the targets and victims of financial scams and abuse. Even healthy elders who have saved for their retirement and care needs are sold unsuitable financial products that lock up their life savings, just to produce commissions for smooth talking unscrupulous agents. The elder whose financial judgment has become impaired is a ready target for the circling vultures offering lottery, home and auto repair, miracle medical devices, and similar products and services. And the most vulnerable is the elder who has no family or other support to help fend off the victimizers.

We respond by providing critically needed information and advice, through Listen, Then Help; public classes; private consultations; publications and web sites (like www.annuitytruth.org). We're also a proud founding member of the award-winning South Bay abuse-combatting KEEP-SAFE Coalition.



We Help Create Better Endings

No matter where they stand on whether Terri Schiavo's feeding tube should have been removed, almost everyone agrees that what happened to Terri Schiavo and her family was a tragedy. This tragedy has brought about a great surge in interest in end-of-life decision making. Since our very beginning in 1996, we have focused on the need for all adults to plan and communicate ahead of time, to soften the impact of incapacity. We've been helping people avoid tragedies.

- We're extremely proud of the help we've provided to tens of thousands of people in California and across the United States through our popular free *Your Way* guide.
- In 2004, we created an important new tool for those who care about these issues, our attractive and easy to-use web site, www.better-endings.org (yes, it's hyphenated).

Recent Publicity

H.E.L.P. and its services, particularly those related to end-of-life decisions, have recently been featured in *The Daily Breeze*, the *Los Angeles Times*, *MSN Money*, the *New Jersey Star-Ledger*, the *Orange County Register*, the *Palos Verdes Peninsula News*, and the *VFW Magazine*. In March 2005 alone, H.E.L.P. distributed more than 3,000 copies of our *Your Way* guide.

Did You Know?

Nearly one in four U.S. households is involved in family caregiving for an elder relative or friend.

H.E.L.P.

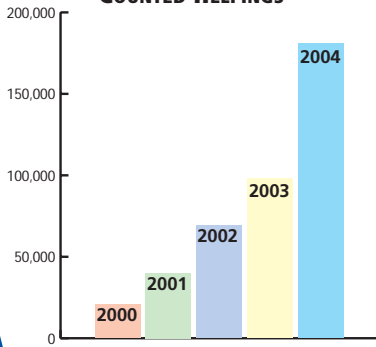
Looking at the Numbers

Helpings Matter

We do everything we can to help elders and those who care about them. When we assist a person, we call that a helping.

What is a "helping?"
One measure of our services to the community is helpings. For example, when a person attends one of our classes or visits one of our web sites, that's a helping. When we help a couple by telephone, that's two helpings. When we provide a consultation for a family of five, that's five helpings. McDonald's® has "burgers served" – we have "helpings."

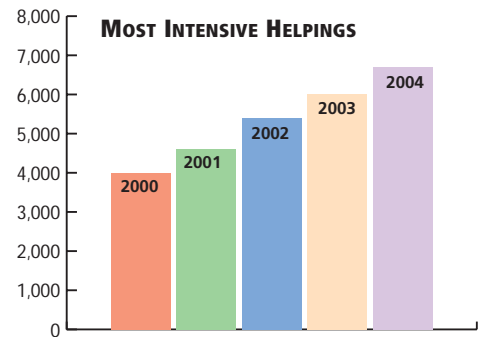
COUNTED HELPINGS



We don't count all of our helpings. Still, we're quite proud of the record of those we do count, and we set new records each year. The chart at left shows annual counted helpings. In 2004 alone, we provided more than 180,000, an 84% jump over 2003. They now total more than 430,000!

We haven't included the thousands of people we help each year through our popular *H.E.L.P. Is Here* quarterly magazine (now sent to more than 13,000 households) or through our leadership in community collaborations like the abuse-fighting KEEP-SAFE Coalition.

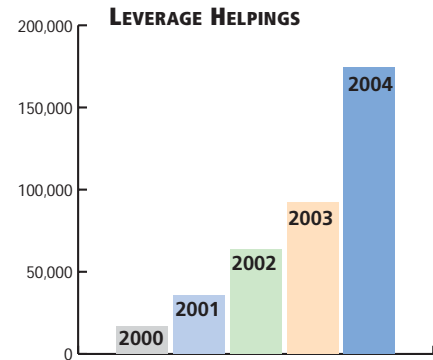
MOST INTENSIVE HELPINGS



The chart above shows the solid growth in our most intensive helpings (classes, consultations and telephone, walk-in and email responses), which reached more than 6,500 in 2004.

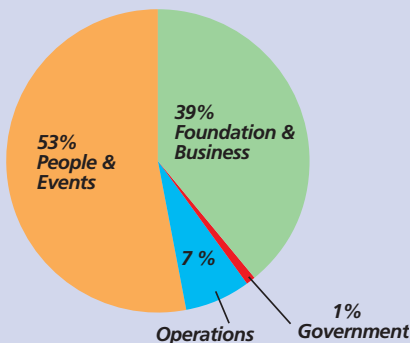
When we have already done so much hard work to create intensive helpings, what can we do to make the results available for more people in need? Our answer is to leverage our intensive work. Among other approaches, we do this through the Internet and by making our *Your Way* guide widely available.

LEVERAGE HELPINGS



The chart above shows our counted leverage helpings (Internet and *Your Way*). In 2004, we provided more than 174,000 leverage helpings. That's leveraging the work for each intensive helping 26 times!

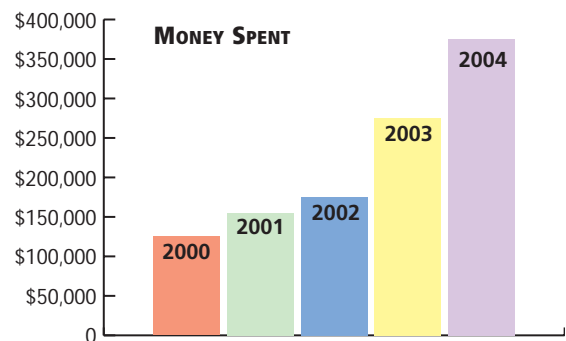
The Financial Side: Careful Stewardship



Without the generous support of our donors, H.E.L.P. and its services for elders and families wouldn't exist. In 2000-2004, donated dollars provide more than 90% of our funding as shown by the pie chart. In 2004, people and events, foundations and businesses, government, and operations provided 47%, 47%, 2% and 4%, respectively.

We are very careful with the funds entrusted to us. Providing our services to elders and those who care about them requires us to incur both direct services costs (personnel, facilities, equipment, etc.) and management, general and fundraising costs.

As we have grown, our costs have grown. The chart to the right shows our annual expenditures excluding depreciation. The increased expenditures in 2003 and 2004 reflect the doubling of our full-time staff by the addition of our Director of Legal Programs and our Director of Development – both as part of our planned strengthening program.



2004 Financial Achievements

- Total revenues reached \$400,000 for the first time, creating needed reserves
- Record giving by foundations, government, business and corporate donors, and class attendees
- First-ever grants from Weingart Foundation, PacifiCare Foundation, J.B. and Emily Van Nuys Charities and the LA County Bar Association Foundation
- Record attendance and net revenue at Celebrate Summer annual fundraising event
- First major donor matching program, in partnership with Mackenroth Land Company
- First-ever major donor event

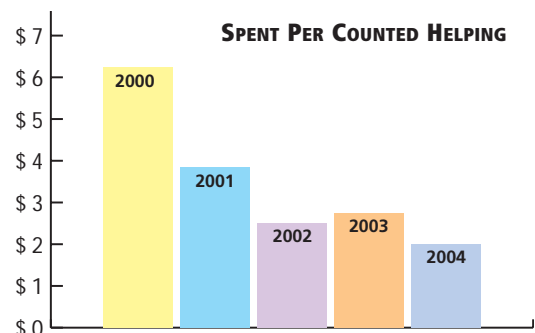
Every Dollar Counts

More than 77% of our spending goes directly to programs, as shown by our most recent IRS Form 990.



In the last five years our annual counted helpings increased more than eight-fold, while expenses increased three-fold.

Our most intensive helpings cost much more to create than our leverage helpings. When you look at the total picture you see that in 2004 on average we spent \$2.01 for each counted helping. This is a remarkable 67% decrease from the 2000 expenditure per counted helping.



Did You Know?

64% of family caregivers are working full- or part-time. 72% of family caregivers are women.

Together, We're Making a Difference

Many thanks to our donors and volunteers for their generosity and support. Our 2004 donors and volunteers are named below. We thank each of them for caring about older adults!

Support Levels

Up to \$99 – Big H.E.L.P.er	\$5,000 to \$9,999 – Mega H.E.L.P.er
\$100 to \$499 – Extra H.E.L.P.er	\$10,000 to \$24,999 – Colossal H.E.L.P.er
\$500 to \$999 – Super H.E.L.P.er	\$25,000 to \$49,999 – Super Colossal H.E.L.P.er
\$1,000 to \$4,999 – Major H.E.L.P.er	\$50,000 or more – Mega Super Colossal H.E.L.P.er

Foundations and Government

Super Colossal H.E.L.P.er: John Gogian Family Foundation; Weingart Foundation

Mega H.E.L.P.er: Abe & Catherine Kaplan Philanthropic Fund; J.B. & Emily Van Nuys Charities; Julius Sumner Miller Foundation; PacifiCare Foundation; Palos Verdes Peninsula Rotary Foundation

Major H.E.L.P.er: City of Torrance; Los Angeles County Bar Foundation; Sidney Stern Memorial Trust; The Cannon Family Foundation; The Corwin D. Denney Foundation; The Negri Foundation

Extra H.E.L.P.er: Amgen Foundation; City of Rancho Palos Verdes

Big H.E.L.P.er: Robinson-May / Meier & Frank Foundation

Volunteers

David Armes; Brett Brooke; Al Caramatti; Miriam Colter; Janet Dirks; Ann Dupuy; Mary Fernandez; Dan Fitzgerald; Chiyo Fukunaga; Francie Gorowitz; Jim Grainger; Ethel Gross; Mark Gudaitis; Michelle Gursky; Dana Hodgdon; Irene-Rose Hougasian; Vanessa Hunter; Alexis Jensen; Bob Kennedy; Bill Lewis; Dick Lewis; Nora Masuda; Elaine Miller; Nancy Miller; Annie Mussoni; Lindsey Myers; Sean O'Malley; Hiroko Ota; Peggy Paskel; Lauren Phan; Howard Russell; Charles Sabatino; Helen Schroeder; George Shaw; Carole Suddaby; Anne Wittels; Carolyn Wolf; Pat Yacklon; Nadene Yim; Lela York (See also our Board, Circle of Advisors and Committee Members)

Businesses

Super Colossal H.E.L.P.er: Mackenroth Land Company, Inc.; Toyota Motor Sales, U.S.A., Inc.

Colossal H.E.L.P.er: Nissan North America, Inc.
Mega H.E.L.P.er: Bank of America; Brigante, Cameron, Watters & Strong; Lou Atha Incorporated; The Boeing Company

Major H.E.L.P.er: American Honda Motor Co., Inc.; Belmont Village of Rancho Palos Verdes; Charles McDonough Accountancy Corporation; Emily Stuhlberg & Associates, Inc.; Enright Financial Consultants; ExxonMobil Corporation; Jayne Products, Inc.; Pacific Sales; Peninsula People; The Canterbury; Virco Mfg. Corporation; Welch & Co. Accountancy Corp.

Super H.E.L.P.er: Bay Cities National Bank; Green Hills Memorial Park; Honeywell Engines, Systems & Services

Groups

Major H.E.L.P.er: The Board of Christian Action of The Neighborhood Church of Palos Verdes Estates

Extra H.E.L.P.er: American Martyrs Church 55 Club; Ascension Lutheran Church of RPV; DBE Kew Gardens Chapter; Hermosa Beach Rotary; The Torrance Lions Club

Big H.E.L.P.er: Christ Lutheran Church and School; Los Angeles Vanguard; South Bay Unitarian Fellowship; St. John Fisher Golf Club; Wilmington Jaycee / Aging Programs

Individuals, Couples and Families

Colossal H.E.L.P.er: Kristin Andersen / Ghassan Bejjani

Mega H.E.L.P.er: Beth Newton & Family; Hal & Connie Lazar; Elaine Seegar

Major H.E.L.P.er: Cathy Allen; Jimi Andersen; Anonymous; Ilene & Lee Clow; Kate Crane; Don Dawson; Carolyn & Julian Elliott; Dan & Liz Fitzgerald; Mr. & Mrs. Edward Fletcher; Michelle & Bob Fullerton;

Marylyn Ginsburg; Jacky Glass; Bob & Suzi Gulcher; Hoon Y. Ho; Stella Horton; Ed & Marcia Kuplis; Ed & Pat Long; Jerry & Carol Marcil; Carmen & Otto Neely; Pete & Janet Pettler; Rod Burkley & Lauren Phan; Nan Salley; Mr. & Mrs. Ralph Scriba; Ron & Marilyn Sears; Anne Severns; Tom & Ruth Shigekuni; Ellen Tarlow; Gary & Sherrie Tossell; Bob & Carolin Wade; Tom & Sandy Wilson; Jerry & Anne Wittels

Super H.E.L.P.er: Robert & Rosalie Abelson; Anonymous (3); Roger & Carolyn Ayers; Steve & Adrienne Cole; Larry & Sue Gates; Joanne Hoffman; Tim & Sandy Marshall; Barbara McCoy; Peter McNeil; Chuck & Corrine O'Malley; Patricia Sacks & Harvey Kushner; Howard & Marilyn Russell; Sandi Goldstein & Richard Norene; Frank & Marilyn Schaffer; Cindy & Frank Scotto; Tom & Betsy Wafer; Dave & Suzanne Whitmore; Ann & Jack Williams

Extra H.E.L.P.er: Awni & Ray Abboushi; Myrtice Adamson; Harry Aikin; John Alter; Richard Alves; Hodge & May Amemiya; Irene Anderson; John Anderson; Laurie & Keith Anderson; Anonymous (29); Marie Austin; Carter & Oriel (Cookie) Bailey; William Baker; Paal & Edel Bakstad; Vi Baluyut; Kathleen Barker; Christine Barnicki; Michael Barth; Donna Bashaw; Nabil Bejjani; Mike Bell; Karen Bergman; Irene Berlin; Maurice Bernstein; Anne Bezaire; Gwenna & Robert Blackmore; Brian Blain; Arlene Block; Rev. James Bogardus; James & Anita Bohan; Angela & Tom Boles; Dave & Sydney Bond; Tom & Fran Booth; Brian Brandlin; James & Buckhoff; Rodica & Paul Burg; Walt & Anne Burkley; Jack & Norma Burns; Robin Camrin; Eric Carlson; Richard Casey; Jackie Caydam; Jim & Carolyn Cheney; Selbert & Leonor Chernila; Dale Christenson; Dominic & Linda Cirincione; Betty Clapp; Ed & Ginny Clay; Sonja Cobb; Annetta Cochran; Dr. & Mrs. Arthur Cohen; Cheryl

& Stephen Connors; Janice & Ted Dalton; Marvin Dansky; Connie Davenport; Jan & Niles Davies; Carol Dean; Helen Dennis; Ted & Marilyn Doty; John Doyle; Irene Draghi; Fred Drake; Donald & Donna Duperon; Ed Meaney & Carol Young; Martha Ellingson; Maxine Koenig Elston; Jack Esensten; Patricia & William Foltz; Carl Forbrich; Lynwood Ford; Sandy Forman; Fran & John Foster; Mary Ellen Foti; Jane Funkhouser; Karen Galas; Jason & Paula Gale; Edith Garvey; Judy & Richard Gibson; Dorothea Gillingham; Ed & Olga Gilroy; Bill & Phyllis Glantz; Frank & Marion Goetz; Ronald & Myrna Goldman; Douglas & Rowena Gordon; Carroll Grace; Sibylle Grebe; Owen & Irene Griffith; Tom Gullett; Greg & Martha Haeseler; Fred & Barbara Haney; Thomas & Brenda Harris; Anna Hawley; Bill & Mary Lou Hayden; James Hendrickson; Leslie & Wayne Henriksen; Maury Heyerick; Ellen & Jim Hill; David & Sally Hitchcock; Bruce & Karen Hoffman; Darlene Holubiak; Harry Horii; Dave Hornbecker; Jack & Margaret Hourigan; Elizabeth Howard; Don Hunt; Jackie & Roger Ignon; Phyllis & Sam Imamoto; Jim & Mary Ingrassia; Mas & Teri Itano; James Ivens; Bill & Chris Jameson; Alexis Jensen; Geert Jensen; Carol Jimenez; Julia Parton & Richard Rosas; Elizabeth & Gordon Kehmeier; Bob Kennedy; Annette & Jerry King; Don Kirby; Sandra Klein; Thomas Koehring; Robert & Anne Koenig; Joey Komada; Joyce & Glen Komatsu; Richard Kornblith; Jerry Kouzmanoff; Helen Kristufek; Madeline Kurrasch; Beth L'Argent; Jack Lawrence; Brian & Vini Leamy; Dennis & Gail Leburg; Sam & Pat Lennox; Bill & Gretchen Lewis; Rowena Libra; Linda Elliott & Ray Johnson; Louise Lindberg; Mary Long; Lou Bodnar & Karen Hopkins; Nancy & Frank Louie; Irma Maggio; Bob & Susan Maiers; Julie & Ralph Manuel; Dick & Dorothy Marsh; Howard & Mildred Marx; Ken Matsuura; Frank & Karen McClung; Del McCulloch; Ken & Susan McNeill; Camilla O. McRory; Maryann Meggelin; Don & Pat Mehlig; Ann Melfi; Colette Meyer; Gayla Meyer; Barbara Michaels; James Michalka; Joyce Monk; Faith & Jim Morrow; Joe Morse; Genevieve & Hugh Muller; Michael Murphy; Richard & Vivien Murtha; Gene & Christine Nakagawa; Carol & Richard Nash; David & Patricia Negrete; Arnie & Jo Neil; Rodney Norris; Linda & Thomas Northup; Kazuko Oishi; Barbara Pavliscak; James Perry; Bob & Ada Belle Peterson; Sue & Chuck Phillips; Cynthia Pollock; Ted & Carolyn Porter; Anke & Jorge Raue; William Rawlinson; Eb & Deedee Rechten; Carolyn & Joe Reece; Bill & Betty Reichert; Betty

& Jack Reider; Rick & Ruth Rendon; Ed & Shirley Retzler; Mida Reyburn; Philip Ross; Betty Rubly; Anne & Kit Ruona; Cynthia Rustanius; Phillip Sabol; James & Laurel Sarra; Harvey & Ina Sarver; Fumie Sayegusa; Manya Schaff; Alan & Sandra Scharff; Carl & Judy Schlosberg; Mary Jane Schoenheider; Mel & Cynthia Schrier; John & Kathy Schuricht; Ginny & Julius Schwartz; Art & Elissa Shapiro; Joe & Phyllis Sherwood; Sus & Mitzi Shiba; Larry Shimizu; Pat & Bob Shull; Blaine & Marian Shull; Peg Simmons; John Simpson; Rich & Jennifer Sittel; Walter Skiba; Barbara & Jim Slayden; Sally Smith; Bert N. Snow; Mary Snyder; George Spencer; Robert Splinter; Mary & Ron Stankey; Ralph Staunton; Peter & Mary Sternad; Everett & Kathleen Stinson; Morton & Susan Stuhlbarg; Bob & Carole Suddaby; Susan McNary & William Johnson; John Swanney; Michael Swanson; Mr. & Mrs. Albert Takahashi; The Haber Family; John & Peggy Tiberi; Mardi & Toby Tobias; Wil & Yvonne Tressel; Bill Tryon; Emmy Tull; George & Leanne Twidwell; June & John Uharriet; Thomas Van't Land; Lou & Sally Varricchione; Bea & Paul Virobik; Dan Walker; Wayne Walker; Vera Wallen; Ray Waters; Elisa Wayne; Hilda Weintraub; Gwen & Louis Weintraub; Burt & Elsa Wertz; Don Westlund; Sally Wilhelm; Bobbe Wise; Jean Wong; Howard & Sue Wood; Woody & Carol Woodruff; Al & Donna Worch; Joyce & Richard Yamashita; Molly & Tony Yanko; Fred Yanney; James & Jennifer Yoh; Robert & Josephine Young; Carol & Stu Zimring; George Zugsmith

Big H.E.L.P.er: Stephen & Renate A'Hearn; Sara Abbott; Glenous Absmeier; Louis & Anita Adami; Arlene Adams; Adele Wolken; Barbara Adsit; Jean Ahlquist; Troy Allison; Irene Almeida; Paul & Pauline Alward; Gerry & Joyce Amarel; Natalie Ambrose; Bill Anderson; Anonymous (136); Josephine Appel; Louise & Randy Arenstein; Ernest & Sachiko Arpea; Lillian Asato; Dallas Atkins; B. Austin; Jacki Bacharach; Loraine Bagi; Sue & Harry Bain; Jerry Balentine; Janice Baloff; Forrest Barker; Robert & Barbara Barker; Lois Barnes; Stephanie Barnes; Peter & Carol Barrett; Anne & Bill Basen; Lori Bauer; Rita Bayer; Dorothy Belanger; Diana Bell; Karla Bell; Monica Belli & Dianne Kujubu Belli; David Bence; George Bender; Jack & Maria Berkowicz; Betsy Biggins; Madelaine Birnbaum; Tori Bishop; Joan Bixler; David & Sally Blood; Dick & Shirley Boberg; Josefi na Boehm Margaret Bogus; Paul Bomholt; Phil Bonde; Linda Bonini; Al & Judy Borne; Robert Borodkin; Alicia Borunda; Patricia Bothel; Shirley Braun; Marcella Brayley; Mary Brenneman; Bill Brindley; Jeanne Broadwater; Adrienne Brown; Robert & Edwina Buckler; Colin Buller; Marietta Bullock; Bill Burns;

Did You Know?

Average annual income for age 75+ households is under \$24,000, of which more than 72% is from Social Security or government and private pensions.

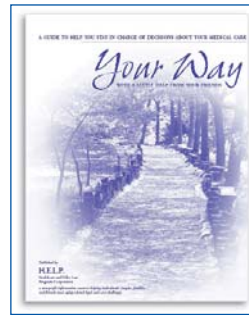
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5. *Your Way* guide
4. annuitytruth.org web site
3. better-endings.org web site
2. *H.E.L.P. Is Here* magazine
1. help4srs.org web site (more than 400,000 visitors since its inception)



The *Your Way* Guide



Nuts & Bolts Guide: Medi-Cal for Nursing Home Care



Pat Long, Director of Community Services, and Ed Long, Executive Director



Claire Atkinson (left), Office Manager, and Cathi Richards, Director of Legal Programs



Atsuko Fukunaga, Office Aide



Eleanor Barkelew, Community Aide



Mary Fernandez, one of our most dedicated volunteers

Staff and Volunteers

Staff

Pat, Ed, Claire and Cathi are H.E.L.P.'s four full-time employees. Eleanor and Atsuko are with us part-time.

Volunteers

H.E.L.P. would not be able to do what it does without the invaluable assistance of our volunteers.

Looking to the Future

Our goals for the future focus on increased helpings, improvement of services, broader outreach and overall growth. Listed are a few of our top priorities:

- Become multi-lingual and otherwise expand our services to underserved communities
- Help others create a service like H.E.L.P. for their communities
- Find replacement, larger office space (our dream, a converted residence)
- Increase financial reserves to at least six months' operating expenses

Did You Know?

Remaining life expectancy for 65-year-old men is 16.5 years; for 65-year-old women it is 19.5 years.

H.E.L.P.



We Believe...

- ☞ That older adults are valuable people.
- ☞ That older adults want to be independent, to protect themselves, and to solve their own problems, and that they can and will help themselves.
- ☞ That, like all people, each older adult has strengths and weaknesses.
- ☞ That many older adults face obstacles, that our legal, financial, tax and healthcare systems are confusing and challenging for young and old alike, that older adults are too often the target of those who would take unfair advantage.
- ☞ That legal, financial, accounting, healthcare, social, governmental and other important services are available, but that older adults often fail to access these services.
- ☞ That caregiving family and friends are valuable people, often heroes providing loving and valuable care in stressful circumstances, and they need information and support.
- ☞ That in all of our dealing with older adults, families and friends, patience, empathetic listening, honesty, forthrightness and clarity are essential.
- ☞ And that by providing accurate, unbiased, clear information and advice to older adults and families and friends, and helping them help themselves, we will help older adults live better, longer.

For More Information

Call us at **(310) 533-1996** or visit our web sites. Our most recent IRS Form 990 and our outside financial audit are both available for review.

Staff members would be happy to answer your questions.