



H.E.L.P.

Annual Report for 2008

Because Older Adults Matter

H.E.L.P.'s mission is to empower older adults and their families by providing impartial information, education and counseling on elder care, law, finances and consumer protection so they may lead lives of security and dignity. We provide solid, accurate and current information and advice on financial planning and elder care so that older adults and families can make better decisions, learn how to help themselves, and avoid and deal with crisis situations. In this annual report, we would like to share some information on how we served those who came to us for help in 2008, and on those who made it possible.

Education and Counseling Services

Programs

Full Classes – two-hour classes that answer questions about powers of attorney, wills, probate, probate-avoidance, living trusts, long-term care, long-term care options and Medi-Cal.

Mini Classes – 30 to 60 minute presentations on aging preparedness, care issues and aging preparedness and care issues.

Listen, Then Help – in-person, telephone, e-mail, or mail information, advice and service referrals.

Private Consultations on long term care planning or estate administration.



Publications

Nuts and Bolts Guides – concise guides making complicated issues understandable.

Your Way – end-of-life planning, communication guide and an advanced health care directive.

The Torrance Guide to Services for Older Adults – handy guide to local services and providers.

H.E.L.P. Is Here – quarterly magazine bringing the latest news and information on elder care, law, finances and consumer protection.



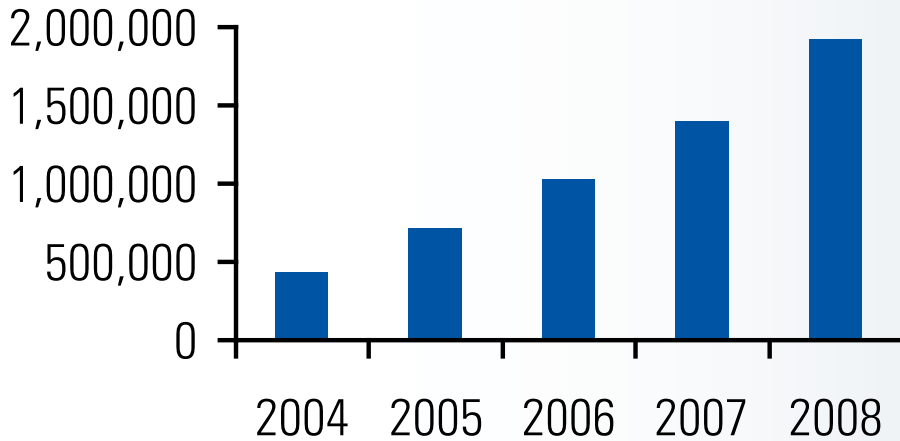
Websites

Our websites offer up-to-date information and resources instantly across the United States and the world.



Service Achievements

Cumulative Total Helpings



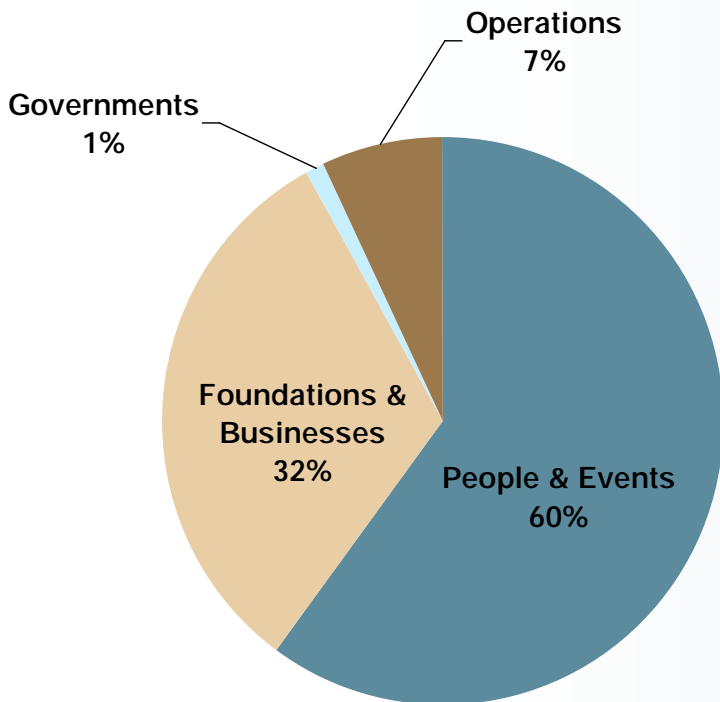
Our Impact

What is a "helping"? When we assist one person that is a helping. As examples, if five people benefit from a consultation, that counts as five helpings; every person who attends a class creates a helping.

This chart shows a steady growth in our cumulative total helpings which shows the reach of all of our services.

In 2008, H.E.L.P.'s community service staff has assisted 5,699 people at our office for intensive private consultations and our instructors at the classes have gotten the message out to more than 2,300 attendees. H.E.L.P.'s website has received more than 500,000 visitors.

Financial Results



Donor Funded

H.E.L.P. depends on the generous support of donors to provide services for elders and their families. H.E.L.P. raised over \$380,000 in 2008, of which people and events, foundations and business, government, and operations provided 59.8 percent, 32.6 percent, 0.9 percent and 6.7 percent, respectively.

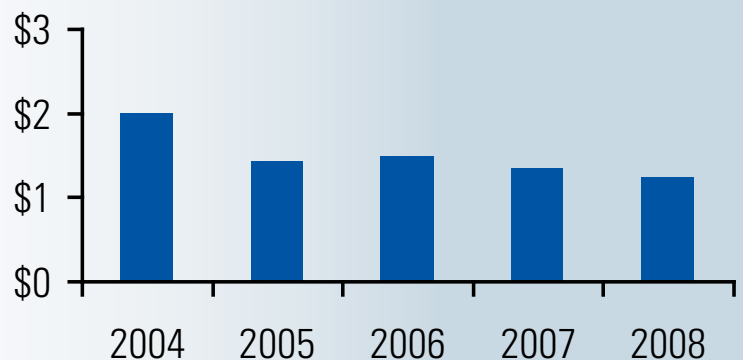
Service Oriented

H.E.L.P. strives to provide our clients with the best services possible at the least cost. The large majority of our organization's income goes directly into funding our essential programs. H.E.L.P. allotted 72.2 percent of our spending to programs (according to our latest IRS Form 990).

Penny Pinchin

We make use of all available resources in order to provide services to the largest possible number of individuals, while producing the greatest impact from our donors' contributions. H.E.L.P. also serves to minimize our client costs through the use of our generous volunteers. In 2008, our expenditure per helping to an individual was \$1.44.

Spent Per Counted Helping



Volunteers

Chie Akiba; Chisato Akiba; Lou Atha; Carolyn & Roger Ayers; Eleanor Barkelew; Jina Choi; Mary Cilva; Karen Duncan; Joanne & Cliff Evans; Mary Fernandez; Faith Goldman; MaryAnn Gray; Kevin Grove; Michael Grove; Tom Grove; Daniel Heathcock; Cathy Hendrickson; Irène-Rose Hougasian; Joe Jaurequi; Joshua Jaurequi; Satchel Jaurequi; Jean Lee; Dick Lewis; Ed & Pat Long; Michael Park; Nancy Rimsha; Helen Schroeder; Jennifer & Richard Sittel; Karen & Chuck Tucker; Anne Wittels; Lois Yoshimoto • 2008 Retired Board Members: Ari Litvin

Donors

Support Levels

Big H.E.L.Per - Up to \$99; **Extra H.E.L.Per** - \$100 to \$499; **Super H.E.L.Per** - \$500 to \$999; **Partners** - \$1,000 to \$2,499; **Benefactors** - \$2,500 to \$9,999; **Colossal H.E.L.Per** - \$10,000 to \$24,999; **Super Colossal H.E.L.Per** - \$25,000 to \$49,999; **Mega Super Colossal H.E.L.Per** - \$50,000 or more

Businesses Super Colossal H.E.L.Per: Toyota Motor Sales, U.S.A., Inc. • **Colossal H.E.L.Per:** The Boeing Company • **Benefactors:** Alcoa Fastening Systems; Brigante, Cameron, Watters & Strong; Chevron Corporation; Jayne Products, Inc.; Mackenroth Land Company, Inc.; Piano City • **Partners:** Bank of America; Bezaire, Ledwitz & Associates Torrance; Burkley & Brandlin LLP; Continental Development Corporation; Emily Stuhlbarg & Associates, Inc.; Enright Premier Wealth Advisors, Inc.; ExxonMobil Corporation; Fulbright & Jaworski LLP; The Gas Company; L.A. Cares Health Plan; Tom & Ruth Shigekuni; Lincoln Iron & Metals Inc.; Palos Verdes Engineering; Rolling Hills Country Club; Sunrise Assisted Living of Hermosa Beach; U.S. Trust, Bank of America Private Wealth Management; Welch & Co. Accountancy Corp. • **Super H.E.L.Per:** Belmont Village of Rancho Palos Verdes; Kaiser Permanente; L.A. Press; Lou Atha Incorporated; Peninsula People; Scan Health Plan; South Bay Bank; Toyota Motor Sales, U.S.A., Inc.; Watson Land Company • **Extra H.E.L.Per:** Ayres Hotel Manhattan Beach; Chivas USA; Civic Light Opera of South Bay Cities; CMS Design Portraiture; The Comedy and Magic Club; Mr. Beonyman; Cronkite & Kissell LLC; Fitzgerald & Green, Patrick Green; Karen Galas/Homelife Partners LLC; Homewatch; La Coupe Lintermans Hair Salon; Niman & Associates, Inc.; Origins; Palos Verdes Music Center; Palos Verdes Tennis Club; Portofino Inn • **Big H.E.L.Per:** The Admiral Risty; Alpine Village; Anaheim Ducks Community; Armstrong Garden Centers; Art to Grow on Children's Art Center, Inc.; Bow Wow Boutique; Bristol Farms of Rolling Hills Estates; California Harley-Davidson/Buell; Castle Rock Winery; Cimarron Cafe; Daily Grill; Giorgio's; The Gymboree Corporation; Holiday Inn; HomeTown Buffet; IL Toscano Ristorante Italiano; The Lazy Dog Café; Lomeli's Italian Restaurant; Manhattan Fine Wines; Merle Norman Cosmetics; Mulligan Family Fun Center; Norms Restaurant; On the Rocks; The Original Red Onion Restaurant; Panera Bread; Pauli; Red Car Brewery and Restaurant; Restaurant Christine; Salt Creek Grille; Sharks Cove Restaurant & Sports Bar; Tidy Dog; Torrance Bakery; Torrance Flower Shop; Trader Joe's

Foundations, Government and Groups Mega Super Colossal H.E.L.Per: S. Mark Taper Foundation • **Colossal H.E.L.Per:** Employees Community Fund of Boeing California; J.B. & Emily Van Nuys Charities • **Benefactors:** Abe & Catherine Kaplan Philanthropic Fund; AJAX Foundation; Henry L. Guenther Foundation; Kiwanis Club of Rolling Hills Estates; Los Angeles County Bar Foundation; The Board of Christian Action; The Skylark Foundation • **Partners:** City of Rancho Palos Verdes; City of Torrance; The Corwin D. Denney Foundation; Employees Charity Organization of Northrop Grumman; John Gogian Family Foundation; Las Vecinas; Little Company of Mary Health Foundation; Marcil Family Foundation; Sandpipers Philanthropy Trust Fund; Torrance Memorial Medical Center • **Super H.E.L.Per:** The Crimi-Roser Foundation; Negri and Rancho Gardens Foundation • **Extra H.E.L.Per:** Los Angeles Vanguard; Ascension Lutheran Church of Rancho Palos Verdes; Anonymous; Torrance Fire Department; Torrance Lions Club • **Big H.E.L.Per:** United Way

Individuals Colossal H.E.L.Per: Jimi K. Andersen; Ralph & Loraine Scriba • **Benefactors:** Kristin Andersen / Ghassan Bejjani; Mr. Burkley & Lauren Phan; Helen Dennis; Hoon Ho; John Lescoart; Mataalii Family; Carmen & Otto Neely; Frank & Marilyn Schaffer; Elaine Seegar • **Partners:** Robert & Rosalie Abelson; Jean Adelsman; Roger & Carolyn Ayers; Michael & Honeya Barth; David Brady; Steve & Adrienne Cole; Kate Crane; Jennifer Denis; Carolyn & Julian Elliott; Marylyn Ginsburg & Chuck Klaus; Jacky Glass; Dr. & Mrs. Grove; Stella Horton; Irène Hougasian & Gregory Dulgarian; Ed & Pat Long; Mildred & Howard Marx; Peter & Janet Pettler; Donna Phelan; Carol Lee Rhyne; Ms. Salley; John & Kathy Schuricht; Mr. & Mrs. Seaberg; Ardis Shubin; Gary & Sherrie Tossell; Gary Tossell; Jerry & Anne Wittels; Grace Yeh • **Super H.E.L.Per:** Anonymous (6); John Basso; Rodica & Paul Burg; Ed & MaryAnne Chappellear; Cheryl & Stephen Connors; Robert & Janine Dodson; Dan & Liz Fitzgerald; Mary Harris; Bruce & Kaaren Hoffman; Ed & Marcia Kuplis; Ms. Lyons; Tom & Pat Mehlberg; Logan Meyer; David & Patricia Negrete; Chuck & Corrine O'Malley; David Rice; Ms. Rustanius; Mr. & Mrs. Amiram Schneiderman; Tom & Ruth Shigekuni; Rich & Jennifer Sittel; Frank & Yaeko Tanaka; Steve Wroblecky • **Extra H.E.L.Per:** Mr. Aguilar; Doug & Gail Allen; Mr. & Mrs. Amarel; Laurie & Keith Anderson; Anonymous (31); Mr. Armstrong; Mr. & Mrs. Bakstad; Ms. Barker; Lealie Ann Barnett; Mr. & Mrs. Bayer; George F. 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