



Valley Assistance Services



ANNUAL REPORT 2015

A Community Report to YOU, our Special Donor

The Board, staff and volunteers at Valley Assistance Services want to thank you for making a difference in the lives of 7,100 individuals living in our communities last year. This is a 27% increase in households served. And it tells us that the senior programs we offer support “aging in place” (to live safely and comfortably in your home without moving) and families are supported by resources and training to meet their basic needs.

The values of dignity, quality of life, independence and a strong sense of safety and security are your values that you share with us. And every one of our programs has, at its core, these values. Because successful aging requires planning, this is where Valley Assistance can help.

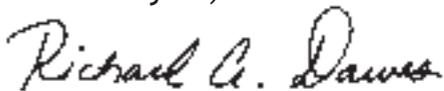
This past year, 20% of the seniors we served needed more than one Valley program. In fact we were able to talk with, see or provide “gentle suggestions” to over 90% of the individuals who contacted us. So your donations stayed right here to keep our seniors vibrant and engaged in life.

The attached annual 2015 report will show the services rendered by program. While our 2015 revenues only covered 78% of our costs, our Board of Directors have taken the difficult steps to craft a 2016 budget that includes internal and external strategies to deliver our services in a more cost efficient manner (see attached 2016 Plan). We have also enhanced our programs based on cutting edge research shared at the American Society on Aging national conference.

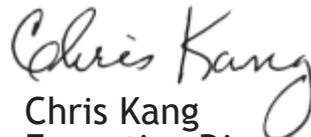
In the annual report, we have shared stories of hope in each of the programs.

This is how you simply changed lives.

Thank you,



Richard A. Dawes, President
Board of Directors



Chris Kang
Executive Director



RN Medical Advocacy/A Touch that Cares® , provides long term, on-going professional visits and medical advocacy. - 792 Care touches by RN's



John, 79, a caregiver for his wife Mary, 77, told us, "Our nurse, Jessica, is patient with my questions about Mary's medications and helps me cope with the many medical issues that arise. I am thankful for her knowledge and caring attitude."



- 792 Care touches by RN's
- 4 visits per client by RN's
- 650 seniors made adjustments to manage their health with their Provider and the support of our RN's
- \$26 million in assisted living savings (650 seniors were able to remain safe in their own home with improved knowledge about their medications).
- 70+ years of combined experience by our RN's

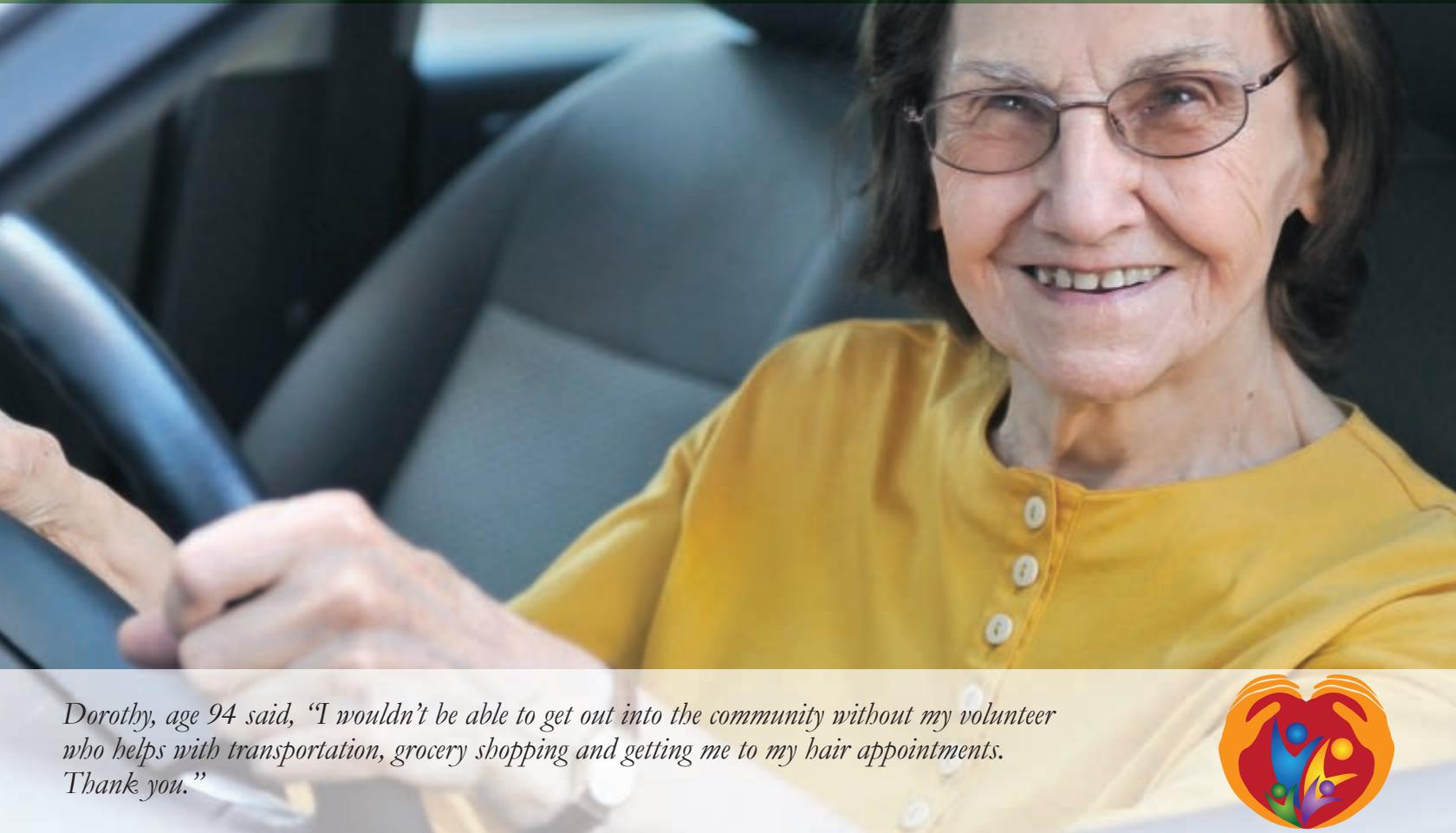
SHiM[®], Fall Prevention: this in-home program provides home safety and health risk assessments by a team (RN's, Green Valley Fire Corps volunteers & volunteer handy persons)



Nancy, 83 years young and living alone told us, "I am doing well now because of SHiM[®], I am no longer afraid of falling. I have told my neighbors about the program and they are taking advantage of it."

- 78 new participants added to the 450 SHiM participants
- 321 visits & 641 volunteer hours
- 386 safety items provided (a combination of grab bars, night lights, reach sticks, tub treads, fire extinguishers, smoke alarms, lockboxes);
- 89% customer satisfaction rate on surveys administered after three visits.

In-Home Program: Helping seniors stay connected with shopping, prescription pick-up, transporting to medical and other self-care appointments



Dorothy, age 94 said, "I wouldn't be able to get out into the community without my volunteer who helps with transportation, grocery shopping and getting me to my hair appointments. Thank you."



- 1,744 hours of socialization provided by 35 trained, caring volunteers that served 69 homebound seniors
- 69% of our seniors are 80 years and older (our oldest is 101, our youngest is 60 years old)
- 16% of our volunteers have remained in this program for more than 7 years.
- 1,201 trips logged last year saved these seniors over \$130,000 collectively (cost of transportation and private pay services) to remain in their home. More importantly, their quality of life was enhanced by our caring volunteers.

MAP A Plan: A trained team teaches clients to stretch their dollars with discount programs, and workforce training to strengthen the skills of wage-earners.



Ann, (78 years old) told us, “I was so close to giving up; I had nothing but stress in my life. I don’t know if I deserve this apartment, but my heart is so full with gratitude for the support and confidence the Valley Assistance staff has given me, Thank you.”

- 126 households were able to stay in their home
- 378 parents, children and seniors did not become homeless
- 45% of the households served were headed by women
- 25% were single women over the age of 50;
- 75% of the wage-earners began to build their confidence to learn additional job skills with the goal to secure meaningful employment

Benefits Assistance and Resources: All Valley Assistance programs offer assistance with benefits and/or identification of public and private programs that can help stretch household income and resources to improve quality of life.

Jim and Susan said, "Please thank your team that found us almost \$1,500 annually in discounts, renter's credit and Medicare savings programs. We just didn't know that these discounts were available to us."

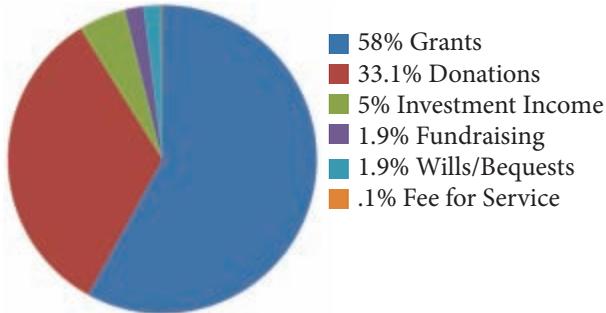


We provided assistance to clients and the general public to help them meet their basic needs.

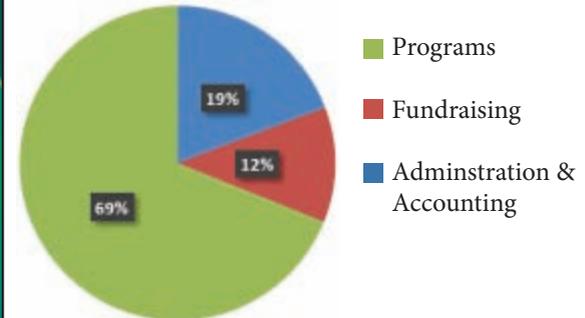
- 4,074 individuals called for information and resources
- 8,000 referrals/resources given
- 53 individuals obtained and/or retained their SNAP (Food stamps)
- 114 seniors and/or wage-earners identified benefits that saved them an average \$1,000 annually through Benefits Check-up or Arizona Self Help on-line resource tools

Volunteer time donated (all programs): 4,625 hours valued at \$115,625

2015 Revenues



2015 Expenses



2016 Action Plan

- **TO INCREASE OUR REVENUES** More donor events are planned to hear the stories of hope, to increase our outreach to the community and to ask our new and committed donors to be part of our *One Million Hearts Campaign*—a three year \$1 million campaign. Our first year goal is to raise \$200,000 this year. Of this, 50% goes to increase our “reserves” (savings) in order to minimize cash-flow issues each year, and the remaining 50% to maintain our innovative programs that deliver value and vitality to residents in the community. Even a monthly donation of \$50 a month will improve our long-term financial stability.
- **TO LAUNCH A PLANNED GIVING CAMPAIGN** To connect donors with experienced estate attorneys, CPA’s and legacy planners to help ensure that your end-of-life wishes are in place, which might include a gift to support charities you care about.
- **TO CREATE A NEW PROGRAM** *Going Home with Care* - an innovative, post hospital discharge program funded in part by Freeport McMoran Foundation. RN’s will follow seniors after their Green Valley Hospital stay with tailored care coordination and health education. We believe this new person-centered program will be the new model of care for better healing and lowered medical costs.
- **TO MARKET A NEW MESSAGE** Our new message will reflect that, “Everybody needs a little help sometime”; and Valley Assistance Services cares for you. We will begin using new technology for donors and clients, reducing costs while increasing communication. Additionally, new advertising will be developed to support our fee-for-service RN Touch that Cares® Program, a customized health and wellness program.
- **TO LAUNCH AN OUTCOME-BASED DATABASE** to capture outcome improvements in the lives of seniors and families from our programs and increase grant opportunities through data that is validated and is critical to funders.
- **TO INCREASE THE STRENGTH OF PROGRAMS AND RETURN ON INVESTMENT WITH TARGETED GOALS TO CREATE COST-EFFICIENT SERVICES** Each program and its income will be reflected on a cost per touch basis, and volunteer value will be added to offset costs. Program surveys will be conducted throughout the year.

Your support can only spell our success.