



# H.E.L.P.

## Annual Report for 2019

### Because Older Adults Matter

H.E.L.P. is dedicated to empowering older adults and their families by providing impartial information, education and counseling on elder care, law, finances and consumer protections so they may lead lives with security and dignity. We provide current and accurate information on care resources, legal protections and financial planning tools. Our purpose is to ensure that older adults and their families will be able to make well-informed decisions on what might be in store. In this 2019 annual report, we would like to share some information on those who came to us for assistance, and those whose donations made our continued services secure.

### Education and Counseling Services

#### Programs

**Private Consultations** on long term care planning, estate administration, healthcare services.

**Full Classes** – Two hour classes that provide information on ways to stay in charge of finances; elder residential care options; Medi-Cal coverage for nursing home care; Medicare; medication management; safety at home; consumer issues and avoiding elder abuse.

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

**Community Advocacy** – Neighborhood networking for seniors.

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



#### 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.

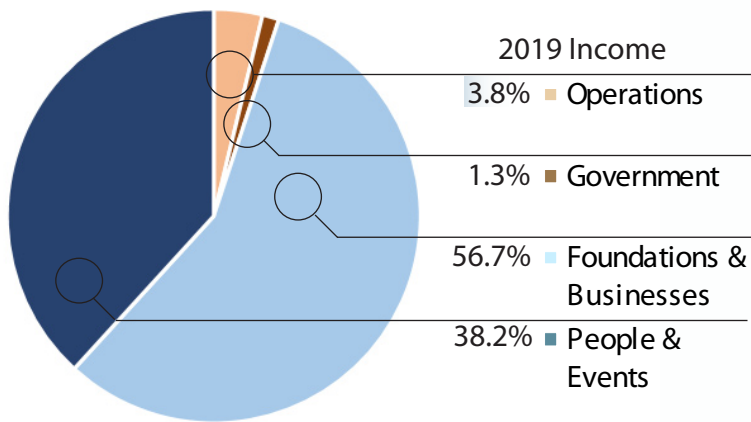
**H.E.L.P. Is Here** – online & hard copy magazine bringing the latest news and information on elder care, law, finances and consumer protection.



**Website: [www.help4srs.org](http://www.help4srs.org)**  
Our website offers up-to-date information and resources instantly across the United States and the world.



## Financial Results



Every dollar counts – 76% of our spending goes directly to programs (unaudited, before preparation of IRS Form 990).

### 2019 Expenses

76% Programs



24% Management, General, & Fundraising

To provide quality services to older adults and their families, H.E.L.P. depends on generous and continuing support from its donors. In 2019, more than 96.29% of our funding relied on these donations, as shown by the pie chart above. During the earlier economic downturn, positive steps were taken by H.E.L.P.'s Board of Directors which resulted in H.E.L.P.'s improved financial strength. For the past eight years, H.E.L.P. has shown growth in both financial status and delivery of programs and services.

## Service Achievements

H.E.L.P. experienced many service achievements throughout 2019. To make sure we stay efficient and effective in the coming year, we have made noted service improvements while streamlining the staff and placing more emphasis on the contributions of volunteers, many of whom offer years of professional experience and expertise. As a result, seniors and their families are able to receive in-office consultations and advice on healthcare, financial matters, and information on available government entitlement programs. In addition, H.E.L.P. continues to partner with other organizations to present informational community classes and workshops, telephone and e-mail consultations, and helpful publications.

In 2019, H.E.L.P. presented 132 community classes with an attendance of 4,688 and participated in 12 community events impacting over 1595 attendees. H.E.L.P. also distributed 26,602 publications and directly served over 8,200 clients. This year, more than 393,000 people visited our website to receive information on eldercare issues.

## Donors (Cumulative Donations From 2016 - 2019)

### Support Levels

Mega Super Colossal H.E.L.P.er - \$50,000 or more; Super Colossal H.E.L.P.er - \$25,000 to \$49,999; Colossal H.E.L.P.er - \$10,000 to \$24,999; Benefactors - \$2,500 to \$9,999; Partner - \$1,000 to \$2,499; Super H.E.L.P.er - \$500 to \$999; Extra H.E.L.P.er - \$100 to \$499

### Businesses

#### Mega Super Colossal H.E.L.P.er:

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The Boeing Giving Program  
Ralphs

#### Extra H.E.L.P.er:

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# Donors (Cumulative Donations From 2016 - 2019) Continued

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McMillen Family Foundation

### **Super Colossal H.E.L.P.er:**

California Community  
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### **Colossal H.E.L.P.er:**

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### **Benefactor:**

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### **Extra H.E.L.P.er:**

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## Individuals

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