ANNUAL REPORT
2019 • 2020
WWW.SELFHELPEDERLY.ORG
A MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS:

Self-Help for the Elderly just completed fifty-four (54) years of serving over 40,000 seniors in the Bay Area counties of San Francisco, San Mateo, Santa Clara, Alameda, and Contra Costa. For our Annual Report for fiscal year July 1, 2019 to June 30, 2020, Self-Help is pleased to report another successful year. This Annual Report highlights our nine major programs and services in serving the needs of the monolingual, limited English speaking and low income seniors.

The years 2020 and 2021 will go down in history as the COVID-19 pandemic years and its impact around the world. The most vulnerable group impacted by the COVID-19 pandemic is the elderly and seniors due to their existing medical conditions, isolation, and frailty. Low income and fixed income seniors were hit the hardest with the pandemic. Self-Help’s staff and volunteers “stepped up” to meet the challenges of this pandemic to ensure existing and new clients continue to receive the services and care offered by Self-Help to maintain their independence, dignity and self-worth.

During the height of the pandemic, from March when shelter-in-place was mandated until the end of June (fiscal year-end), Self-Help was able to deliver 300,000 emergency meals to homebound seniors by our Nutrition Department. Our Home Health Care, Hospice and Adult Day services remained open and clinicians were trained per the Centers for Disease Control and Prevention (CDC) guidelines and continued to make patient and/or telephone visits to ensure the safety and health of our seniors. Two affordable housing units for low income seniors, Lady Shaw with 75 residents and Autumn Glow Alzheimer’s Home with 15 residents continued operation and management to provide high quality daily 24-hours of assisted living managed by our Housing Services unit. To address social isolation and other needs of our seniors during COVID-19, video conferencing and wellness calls were provided by our Social Services unit. Under COVID-19 guidelines, our Employment Training and Economic Development unit and our Health Insurance Counseling Programs in San Francisco and San Mateo counties made modifications to their training and counseling programs with the use of virtual tools (Zoom) and telephone and video conferencing calls. I am pleased to report that the well-being of our seniors is being cared for and with the utmost safety and compliance under the CDC’s recommended COVID-19 guidelines during the pandemic and we will continue to do so.

The above successful programs and services are due mainly to Self-Help’s leadership by Anni Chung, President and CEO, and the dedicated and selfless staff and volunteers. They are Self-Help’s Heroes!

Thank you to our funders, donors, grantors, volunteers and staff in helping Self-Help complete another successful year. Stay safe and well.

May L. Wong
Chair, Board of Directors

*Published and designed by Self-Help for the Elderly. Photo credits: Self-Help for the Elderly Staff.
1. **ADULT DAY SERVICES**

The mission of the Adult Day Services (ADS) department is to provide an alternative to premature institutionalization of frail and/or disabled adults and seniors, and those with Alzheimer’s disease or other dementias. ADS assists by restoring or maintaining their optimal capacity for self-care in their own homes. We also aim to provide respite to the family.

ADS is a Medicaid-licensed facility that provides nursing and personal care services, rehabilitative therapies, recreational activities, and social services. Participants are still able to receive services and support from the center during shelter-in-place. Our Participants are receiving Physical Therapist/Occupational Therapist door step visit, home exercise program, activities worksheets, COVID-19 wellness check/risk assessment, care coordination, community resources/referral, home delivered meals, COVID-19 education for participants and caregivers, emotional support/counseling from Social Worker, Registered Dietitian, Physical Therapist, Occupational Therapist and Registered Nurse counseling, caregiver support group, physical health/psychosocial monitoring, medication monitoring, family training, verbal cueing for Activities of Daily Living and Instrumental Activities of Daily Living, communicating with Primary Care Physician, delivering hygiene products and medical supplies if needed.

In FY 2019-2020, we served 118 participants in our three programs: Adult Day Care (ADC), Adult Day Health (ADHC), and Alzheimer’s Day Care Resource Center (ADCRC). Our participants range from ages 61 to 101 with an average age of 85. 99% of our participants are Chinese with 85% being monolingual; 68.5% are female and 31.5% are male; 97% reside in San Francisco and 3% in San Mateo; 82% are Medi-Cal participants and 18% are private pay participants. We take pride in providing quality day services to seniors for 24 years.
and will continue to provide respite to hundreds of families in the community. At Self-Help for the Elderly Adult Day Services, we strive to promote the independence, dignity, and self-worth of seniors.

2. AFFORDABLE HOUSING FOR INDEPENDENT SENIORS

The Lady Shaw Senior Center (LSSC) is a 6-story building located between Nob Hill and Chinatown in San Francisco. The senior center is conveniently located in an urban dwelling with easy access to grocery shopping, public transportation and medical services. There are a total of 70 units – 63 studios and 7 one-bedroom apartments, housing a total of 75 residents. Each unit is equipped with a private kitchen and bathroom.

The staff at LSSC strives to provide a safe, healthy and affordable living environment to low-income seniors aged 62 and above, as well as providing support for people with disabilities. Our goal is to enable seniors to live happily and independently in their golden years.

3. RESIDENTIAL CARE FACILITIES FOR THE ELDERLY

The Autumn Glow Alzheimer’s Care Home in San Francisco is a 15-bed facility which provides 24/7 care and supervision to seniors afflicted with Alzheimer’s, Parkinson’s or other Multi-Infarct Dementia diseases. Services include board and care, meals, personal care, housekeeping, medication management and daily mild physical activities. We strive to ensure our residents live happily with dignity and respect. Our goal is to provide high quality 24-hour care and supervision to frail seniors in a safe and comfortable environment.

4. HOME HEALTH CARE PROGRAM

Self-Help for the Elderly’s Home Health Care Program provides culturally sensitive supportive care and education in the home by licensed healthcare professionals. We are the only nonprofit home health agency specializing in serving the needs of the monolingual and limited English-speaking Chinese communities in the Bay Area. Home Health services help seniors who are recovering after a hospital, rehabilitation center or other health care facility stay, or who need additional support to remain safely at home and avoid unnecessary hospitalization. These Medicare certified services include short-term nursing, and rehabilitative and therapeutic care by registered nurses, physical therapists, occupational therapists, speech therapists, home health aides and medical social workers.

The Home Health program’s commitment to providing quality care is reflected in the long-term clinical experience and tenure of our clinical staff. During the past year, Home Health Staff made 4,998 home health visits to 274 patients residing in San Francisco and Northern San Mateo Counties. While home health care is available for all ages that qualify, the majority of our patients were between the ages of 30 to 100 years old.

5. HOSPICE CARE PROGRAM

Self-Help for the Elderly’s Hospice Care Program provides culturally sensitive supportive care and education in the home by licensed homecare professionals. We are the only nonprofit hospice agency specializing in serving the needs of the monolingual and limited English-speaking Chinese communities in the Bay Area. Hospice services help terminally ill patients accept their prognosis and live comfortably in the privacy of their homes and in harmony with their families. These Medicare-centered services include primary care by registered nurses, home health aides, and medical social workers, and secondary care by physical therapists, occupational therapists and speech therapists.

During the past year, the Hospice program made 1,927 home and facility visits to 26 patients residing in San Francisco and Northern San Mateo Counties.

6. EMPLOYMENT TRAINING & ECONOMIC DEVELOPMENT

Employment Training & Economic Development (ETED) department provides quality workforce services to job seekers and employers and develops business services that employ skilled workers and support economic self-sufficiency.

ETED provides the following services:
1. The Chinatown Neighborhood Access Point (CNAP) provides job search assistance, career planning, job placement, and case management.

2. Vocational skills training in custodial, food preparation and production, home health aide, caregiver and healthcare career preparation.

3. Business services including housekeeping, gardening, home health aide, commercial cleaning and bill pay services for: PG&E, AT&T, Comcast, and Clipper Card.

4. The Senior Community Service Employment Program (SCSEP) provides community service and work-based, paid job training for older workers in Alameda, Contra Costa, San Mateo, San Francisco and Santa Clara Counties.

5. The Light Duty Community Service Program (LDCS) provides job readiness training and work opportunities to welfare recipients who have some work limitations.

6. The Seismic Safety Outreach Program (SSOP) provides free-of-charge seismic safety outreach to San Francisco’s multi-lingual communities to educate them on emergency preparedness and response.

7. The Bilingual Job Readiness Service Program provides workplace job readiness training to limited English job seekers.

8. The Greater Chinatown Corridor Manager Program provides integrated services to local businesses and promotes economic development in the Chinatown Commercial Corridor.


10. The Census grant allows us to educate and increase the response rate in vulnerable communities in Alameda, San Mateo, San Francisco and Santa Clara Counties.

In FY 2019 - 2020, ETED provided employment training to 653 low-income adults, dislocated workers, and older workers. The Chinatown Neighborhood Access Point received 4,844 visits from job seekers citywide and continues to provide employment services to the community.

This year’s major achievements include successful renewal of the Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation for our workforce services and five grants awarded for Census 2020 outreach programs in four Bay Area Counties.

During COVID period, we were able to reopen in June 2020 to serve people who do not have access to digital devices and assist over 650 individuals applying for unemployment insurance. All of our services are also available virtually; disinfection and sanitation training has been implemented to address the community needs.

7. NUTRITION & SENIOR CENTERS

The Department of Nutrition and Senior Centers aims to promote active and healthy aging for the seniors at our 12 locations in San Francisco, San Mateo, Millbrae, and Sunnyvale. Participants attending our centers enjoy nutritious congregate meals and a wide range of social, educational, and recreational activities. Our center’s services are constantly growing to adapt to the ever-changing needs of the senior population. Our client rate progressively increases every year. For FY 2019 - 2020, we served a total of 664,191 meals in San Francisco, San Mateo, Millbrae and Sunnyvale.

Our congregate meals program aims to promote better physical and mental health for seniors through the provision of nutritious meals and opportunities for social contact. Unfortunately, the Congregate Meals program was suspended on March 17 due to COVID-19 pandemic. All activity centers needed to close momentarily. However, the seniors needed and relied on our services. Rapidly, we modified the congregate meal service to the Emergency Meal-Delivery services which delivered 7 meals per week to seniors to keep them healthy at home. During the first 100-days of the pandemic, a total of 300,000 meals were delivered. The Home-Delivered Meals (HDM) program is vital because it provides hot meals...
to home-bound seniors and people with disabilities who have no other means of obtaining healthy food. During the COVID-19 pandemic, the HDM program in San Mateo County grew by 86%. In FY 2019 – 2020, prior to when the stay-at-home order became effective, the Nutrition Department provided 174,761 congregate meals at all sites; 29,196 meals at our three Choosing Healthy Appetizing Meal Plan Solution for Seniors (CHAMPSS) partner restaurants; and 140,269 home-delivered meals for seniors and young adults with disabilities.

To promote Healthy Eating, Active Living lifestyle, our Community Services Program launched a series of new and engaging activities which is including Tai Chi activity, Walk with Ease (WWE) and Bingocize. These three activities are evidence-based health programs designed to help the participants reduce the pain of arthritis, other diseases, and improve overall health.

For FY 2019 - 2020, although all activity centers were closed during the pandemic, Tai Chi program was still able to provide 22 classes, WWE completed 112 classes and Bingocize completed 8 classes. While COVID-19 pandemic is ongoing, all center activities were efficiently transformed to online classes effective July 2020, as to continue keeping seniors healthy and active while staying at home.

The innovative CHAMPSS program continues to grow steadily, offering the participants a dietitian approved menu and dine-in opportunities at the partner restaurants. There were 5,867 clients for the past year.

In November, the Nutrition Department collaborated with Fund Development to host the Annual Thanksgiving Luncheon. 2020 has been a challenging year due to the COVID-19 pandemic. On Thanksgiving Day, we provided meals pickup at three locations: Portsmouth Square Club House, Jackie Chan Activity Center, and South Sunset Activity Center. 1,800 turkey meals were picked up at these three locations. Meanwhile, in collaboration with the San Francisco Police Department, San Francisco Fire Department, and San Francisco Sheriff’s Department, our delivery team brought over 800 meals to homebound seniors.

Despite this unprecedented year, Social Services Department remained strong and focused in serving the vulnerable members of the community. Outlined below is the department’s various program efforts in FY 2019 - 2020:

The Case Management program reached the annual goal and served 281 clients. While the shelter-in-place order became effective, the Social Services staff continued home visits, face-to-face visits or provided virtual services to care for the monolingual and isolated seniors and individuals with disabilities.

The Aging and Disability Resource Centers (ADRC) operated at two locations in San Francisco Chinatown and provided services in translation, information, referral, aid and follow-up services to connect seniors and adults with disabilities to necessary services. Serving over 5,000 clients, ADRC surpassed the program goal by 10% and the assistance and information referrals exceeded 30%.

The Emergency In-Home Support Services program provided personal care, chore and housekeeping services to 180 San Francisco seniors over 60 years of age who needed home care services, within a 48-hour response time during the pandemic.

The Family Caregiver Support Services program offered information, assistance, and support services to improve the physical and mental health of informal caregivers and enable them to maintain their caregiving role and reduce stress and depression. The program assisted over 140 clients.

The Housing Subsidies program assisted 116 clients who were already linked to one of our supportive services such as case management, money management, housing application and counseling, credit repair, landlord mediation or financial assistance to address their housing needs.
The Housing Services Program helped 819 clients with assistance in completing 800 housing applications; 647 received housing counseling for affordable housing search. We provided assistance in navigating online housing search, eviction prevention, landlord mediation, tenants’ rights, legal representation referrals, fair housing act and reasonable accommodation.

The activities division at Lincoln Court Senior Apartment in Oakland provided free daily activities to seniors who live in the community. We served 100 seniors through health and fitness classes, computer classes and various educational workshops. During the pandemic, we provided wellness calls and social services case management to seniors as well.

The Social Services department also assisted over 550 hotel workers’ families who applied for Elder Care benefits through virtual application interview, so they could sustain their families while employed in the hospitality workforce.

Social Services promoted CalFresh Program, the Supplemental Nutrition Assistance Program, and filled out over 500 CalFresh applications.

The Naturalization Program offered ESL/citizenship classes throughout San Francisco and provided support services such as completing naturalization applications and making inquiries and legal service referrals. The program served 749 unduplicated clients; a total of 1,731 clients received one-on-one assistance in the citizenship process with 588 students benefiting from the classes. In addition, 511 naturalization applications were completed through the San Francisco Pathways to Citizenship Initiative.

Since March, the Social Services staff expanded the virtual classes and services to provide uninterrupted care and support for the dependent community members as the stay-at-home order remained in place. Staff provided one-on-one assistance to seniors for technology support. Monthly virtual workshops on housing services, community resources from ADRC and technology classes were implemented and continue to be offered.

9. HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM (HICAP)

The HICAP program provides free and unbiased information about Medicare and related insurance products to individuals imminent of Medicare, existing beneficiaries enrolled in Medicare and representatives seeking help with their clients or family members health coverage.
# Service Locations of Self-Help for the Elderly 2019-2020

## ADULT DAY SERVICES
### Adult Day Services (ADS)
- **415-677-7556**
- 408 22nd Avenue
- San Francisco, CA 94121

## RESIDENTIAL CARE
### Facilities for the Elderly
- **Autumn Glow Alzheimer's Care Home**
  - **415-934-1622**
  - 654 Grove Street
  - San Francisco, CA 94102

## AFFORDABLE HOUSING FOR SENIORS
### Lady Shaw Senior Housing
- **415-677-7572**
- 1483 Mason Street
- San Francisco, CA 94133

### Lincoln Court Senior Apartments
- **510-336-1952**
- 2400 MacArthur Boulevard
- Oakland, CA 94602

## COMMUNITY & SENIOR ACTIVITY CENTERS
### Santa Clara
- **South Bay** / **408-873-1183**
  - 6345 Janary Way
  - San Jose, CA 95129

### San Francisco
- **Southeast Asia** / **415-885-2274**
  - 315 Turk Street
  - San Francisco, CA 94102
- **Woolf House** / **415-495-0931**
  - 801 Howard Street
  - San Francisco, CA 94103
- **Mendelsohn House** / **415-243-9018**
  - 733 Kearny Street #306
  - San Francisco, CA 94108
- **Geen Mun** / **415-391-3843**
  - 777 Stockton Street
  - San Francisco, CA 94103
- **South Sunset** / **415-566-2845**
  - 2601 40th Avenue
  - San Francisco, CA 94116
- **Jackie Chan** / **415-677-7571**
  - 5757 Geary Boulevard
  - San Francisco, CA 94121

### San Mateo
- **San Mateo** / **650-342-0822**
  - 50 E. 5th Avenue
  - San Mateo, CA 94401

### Millbrae
- **Millbrae Senior Lunch Program**
  - **415-319-4115**
  - 450 Poplar Avenue
  - Millbrae, CA 94030

## SOCIAL SERVICES
### Services include:
- **Case Management / 415-677-7589**
- **Citizenship / 415-677-7590**
- **Elder Abuse Prevention & Intervention**
- **Emergency Short Term In-Home Support**
- **Family Caregiver Support**
- **Housing Services Program**
- **Information & Assistance (I&A)**

### Social Services Dept.
- **415-677-7585**
- 601 Jackson Street, Basement
- San Francisco, CA 94133

### Geen Mun Center
- **415-773-2060 / 415-438-9804**
- 777 Stockton Street
- San Francisco, CA 94108

### South Sunset Center
- **415-566-2845**
- 2601 40th Avenue
- San Francisco, CA 94116
- **Lincoln Court** / **510-336-0144**
- 2400 MacArthur Boulevard
  - Oakland, CA 94602

## CITIZENSHIP, CIVICS & ESL CLASSES
### Services include:
- **415-677-7585 / 415-677-7592**
  - 733 Kearny Street
  - San Francisco, CA 94108
  - 5757 Geary Boulevard
  - San Francisco, CA 94121
  - 1490 Mason Street
  - San Francisco, CA 94133
  - 500 Raymond Avenue
  - San Francisco, CA 94134

## HOME HEALTH CARE & HOSPICE CARE
- **415-677-7629**
- 731 Sansome Street, Suite 100
  - San Francisco, CA 94111

## CHINATOWN NEIGHBORHOOD ACCESS POINT (CNAP)
### CNAP Center / **415-677-7500**
(One-Stop Career Link Center)
- 601 Jackson Street, Ground Floor
- San Francisco, CA 94133

### ETED Business Services
- **415-677-7618**
- 601 Jackson Street, 2nd Floor
- San Francisco, CA 94133

### Senior Community Service Employment Program (SCSEP)
- **415-677-7500 / 415-624-9530**
  - 601 Jackson Street, 2nd Floor
  - San Francisco, CA 94133
  - 4071 Port Chicago Hwy Ste 250, Concord, CA 94520
  - 330 25th Street, Richmond, CA 94804

## HEALTH INSURANCE COUNSELING & ADVOCACY PROGRAM (HICAP)
### San Francisco HICAP **415-677-7520**
- 601 Jackson Street, Basement
- San Francisco, CA 94133

### San Mateo HICAP **650-627-9350**
- 1710 S. Amphlett Boulevard, #100
- San Mateo, CA 94402

## TECHNOLOGY & INFORMATION EMPOWERMENT (TIE) CENTER
### San Francisco TIE Center
- **415-677-7500**
- 601 Jackson Street, 2nd Floor
- San Francisco, CA 94133

## HEADQUARTER OFFICE
- **415-677-7768 / 415-677-7670**
- 731 Sansome Street, Suite 100
- San Francisco, CA 94111
- **info@selfhelpelderly.org**

## SUPPORT OUR SENIORS
### Fund Development
- **415-677-7668 / 415-677-7670**
- Self-Help for the Elderly is a non-profit organization with 501(c)(3) tax exemption status. Federal Tax ID# 94-1750717.
### Schedules of Financial Position

**June 30, 2020 and 2019**

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<thead>
<tr>
<th>ASSETS</th>
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<td><strong>CURRENT ASSETS</strong></td>
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<td>Cash and cash equivalents</td>
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<td>Short-term investments</td>
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<td>Grants receivable</td>
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<td>Accounts receivable, net</td>
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<td>Contributions receivables</td>
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<td>Other accounts receivable</td>
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<td>Prepaid expenses</td>
<td>149,592</td>
<td>202,469</td>
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<td>Deposits</td>
<td>73,696</td>
<td>80,760</td>
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<td><strong>Total current assets</strong></td>
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<td>8,848,642</td>
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<td><strong>PROPERTY AND EQUIPMENT, net</strong></td>
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<td>2,963,745</td>
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<td><strong>OTHER ASSETS</strong></td>
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<td>Related-party receivables</td>
<td>491,604</td>
<td>478,349</td>
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<td><strong>Total assets</strong></td>
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<td>$12,290,736</td>
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<th>LIABILITIES AND NET ASSETS</th>
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<td><strong>CURRENT LIABILITIES</strong></td>
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<td>Accounts payable</td>
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<td>Accrued liabilities</td>
<td>1,865,832</td>
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<td>Advance collections</td>
<td>2,344,800</td>
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<td>Interest payable</td>
<td>7,116</td>
<td>7,278</td>
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<td>Notes payable, current portion</td>
<td>42,887</td>
<td>40,644</td>
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<td><strong>Total current liabilities</strong></td>
<td>5,931,479</td>
<td>4,351,171</td>
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<td><strong>LONG-TERM LIABILITIES</strong></td>
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<td>Customer deposits</td>
<td>236,392</td>
<td>231,667</td>
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<tr>
<td>Notes payable, less current portion and unamortized debt issuance costs</td>
<td>1,745,832</td>
<td>1,787,612</td>
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<td><strong>Total liabilities</strong></td>
<td>7,913,703</td>
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<td><strong>NET ASSETS</strong></td>
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<tr>
<td>Without donor restrictions</td>
<td>5,441,490</td>
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<td>With donor restrictions</td>
<td>2,433,636</td>
<td>1,433,505</td>
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<td><strong>Total net assets</strong></td>
<td>7,895,126</td>
<td>5,920,286</td>
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**Total liabilities and net assets**

$15,808,829 | $12,290,736
### SCHEDULES OF ACTIVITIES
**Years Ended June 30, 2020 and 2019**

Changes in net assets without donor restrictions:

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<tr>
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<th>2020</th>
<th>2019</th>
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<td><strong>SUPPORT AND REVENUE</strong></td>
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<tr>
<td>Government grants and awards</td>
<td>$17,901,541</td>
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<td>Program income</td>
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<td>Contributions</td>
<td>1,366,680</td>
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<td>Foundation grants</td>
<td>358,598</td>
<td>400,279</td>
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<td>Special events</td>
<td>592,153</td>
<td>848,661</td>
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<td>Medi-Cal and Medicare</td>
<td>2,777,269</td>
<td>2,273,317</td>
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<td>Investment return</td>
<td>116,580</td>
<td>291,074</td>
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<td>Miscellaneous income</td>
<td>148,351</td>
<td>18,792</td>
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<tr>
<td>Net assets released from restrictions</td>
<td>21,282</td>
<td>61,444</td>
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<td><strong>Total support and revenue</strong></td>
<td><strong>27,196,593</strong></td>
<td><strong>24,825,112</strong></td>
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<tr>
<td><strong>EXPENSES</strong></td>
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<tr>
<td>Program services</td>
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<tr>
<td>Housing</td>
<td>402,650</td>
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<td>Social services</td>
<td>5,936,594</td>
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<td>In-home supportive services</td>
<td>96,530</td>
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<td>Employment and training</td>
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<td>Home health care</td>
<td>1,246,483</td>
<td>1,376,534</td>
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<td>Board and care</td>
<td>817,806</td>
<td>697,771</td>
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<td>Adult day services</td>
<td>1,807,479</td>
<td>2,115,225</td>
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<td>Meals and activities</td>
<td>7,445,675</td>
<td>5,292,246</td>
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<td>Hospice</td>
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<td>683,507</td>
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<td><strong>Total program services</strong></td>
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<td><strong>21,584,250</strong></td>
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<thead>
<tr>
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<th>2020</th>
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<tbody>
<tr>
<td>Management and general</td>
<td>2,552,292</td>
<td>1,823,394</td>
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<td>Costs of direct benefits to donors</td>
<td>106,847</td>
<td>89,467</td>
</tr>
<tr>
<td>Fundraising</td>
<td>446,091</td>
<td>439,868</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>26,141,884</strong></td>
<td><strong>23,936,979</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in net assets without donor restrictions</td>
<td>1,054,709</td>
<td>888,133</td>
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