

# Resilience in Service to Our Community



Humboldt Senior  
Resource Center

Humboldt Senior Resource Center's 2019-20 Fiscal Year has been a time of great achievements and great challenges.

From opening the new HSRC Adult Day Health & Redwood Coast PACE Center in Fortuna to modifying our services to be able to serve our community during a pandemic, it has been a year of resilience in all we do.

2019-2020 Annual Report

2019-2020  
HSRC Board of Directors



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## A message from the Board President

### 2020. What a Year.

A year of transition. A year of turmoil and challenge. A year of significant progress and change.

In the spring we said goodbye to Joyce Hayes, who retired after being with the agency for over 20 years, 12 of those years as executive director. We thank Joyce for her leadership, her abiding commitment to our community and to our seniors, her vision, and her skill in finding solutions to difficult situations.

In April we welcomed Melissa Hooven as chief executive officer just as it was becoming clear how disruptive the COVID-19 pandemic would be to the usual operations of the agency and to its participants.

In response to the pandemic, we closed the Day Center and the Senior Dining Center dining rooms. Medical care was disrupted and we had to reorganize priorities, staff roles, and responsibilities to reflect our new reality. Melissa and staff accomplished the transition speedily and well, focusing on service to our senior community, expanding home visits, expanding delivered meals, and extending services to a larger community of seniors needing services.

While meeting these challenges we were partnering with the McLean Foundation at the Gene Lucas Community Center campus in Fortuna on a new building designed to address our long-term Board goal of expanding Adult Day Health services and Redwood Coast PACE to southern Humboldt. Joyce's last role was to bring that project to completion.

We are now seeing program participants in the HSRC Fortuna Center, which has allowed us to serve more seniors at our Eureka campus. We have had a very busy and very productive year, and one that the Humboldt Senior Resource Center can truly feel proud of.

But none of this could have been successful without the strong support of the Humboldt community, whose commitment to our seniors has been vital for us being able to meet those needs and expand services. Thank you, thank you. Without *you* this would not be possible.



Jack Irvine

Jack Irvine  
President, HSRC Board of Directors

## A message from the Chief Executive Officer

### What a Time to Transition . . .

In my short time here, we've navigated the highs and lows of the state budget process and potential catastrophic outcomes; the daily ongoing fear of "when" an employee and/or a participant will test positive for COVID-19; the policies that we've been forced to implement in response to COVID-19, which affect our employees and participants on almost every level; the personal, professional and emotional toll that this COVID-19 environment has created for our employees; and the additional burdens that each and every one of us must face.

I also have to acknowledge that one of the biggest challenges for our agency — one that our employees have embraced with grace and dignity — is the transition in key leadership. This type of change is extremely difficult under the best of circumstances and I'm grateful for the positive response I've encountered, even as we navigate changing some of our processes and re-examining programs, roles within the agency, and efficiencies.

Our HSRC family is under enormous strain and we face new challenges each and every day, but somehow we get through it. I think it's a testament to our resilience. I truly believe that, if we can navigate the complexities we face under COVID-19, then we will have the ability to do great things.

While we could suffocate ourselves with the doom and gloom of the pandemic because it is quite serious, we also have to allow ourselves the permission to view this moment in time as an opportunity — one in which we view COVID-19 as inspiration. If we do that, we can refocus our lens on our accomplishments during this time, as well as see the future possibilities that exist for us to continue to grow and to continue to meet the needs of our older adult population.



Melissa Hooven

Melissa Hooven  
HSRC CEO

PACE's Dr. Jennifer Heidmann and participant Virginia B. celebrated their shared birthdays together, with Dr. Heidmann marking her 50th ... just half of Virginia's 100 years!



The Nutrition Program adapted to meet the challenges of providing meals during a pandemic, and served even more meals than when the Senior Dining Centers were open.

Senior News was a key source of information and connection for North Coast elders before and during the pandemic.



Global Ends Statement:  
Seniors and their caregivers will have a high-quality life with health, dignity and self-determination in a community of respect and tolerance.

Humboldt Senior Resource Center

2019-2020 Annual Report

1910 California Street • Eureka CA 95501

www.humsenior.org • 707-443-9747

**INDIVIDUALS:** Sara Turner • Jeffrey Van Gemert • Dawn Van Osdel • Maggie Velinova-Hipp • Donald & Trudi Walker • John Waller • Maggie Walser • Jim & Virginia Waters • Cathy & Diane Webber • Emily A. Weber • Margaret Werren • Pauline Wickel • Jane Wilson • Lura Winzler • Janice Wolber • Frances Wolff • Robin & Len Wolff • Al Wolski • Tom Wrigley • Mike & Katy Yanke • Robert Ywaski • Jim Zoellick & Rose Gale-Zoellick • **BUSINESSES:** Aqua Dam • Barnum Timber Company • Barry Smith Construction • Camacho's Auto Body • CDH Painting • Coast Central Credit Union •

### Community Support

Cox, Rasmussen • Design Air Heating & Sheet Metal • E. G. Ayers Distributing • J.L.F. Construction, Inc. • Kramer Investment Corp. • Lawrence A. Ford & Son Ranch Co. • Marna & Larry Colcun • Matsen Insurance • McCrea Subaru • Mori Rental Properties • Pacific Gas & Electric • Partnership HealthPlan of California • Redwood Coast Cellular • Sharon Redd, Four Star Realtor • South Bay Mini Storage • State Compensation Insurance Fund • Subaru of America, Inc. • Valley Pacific Petroleum Services, Inc. **CLUBS & ORGANIZATIONS:** AT&T Redwood Life Members of Telecom Pioneers •

# Humboldt Senior Resource Center Programs & Services

Humboldt Senior Resource Center offers a wide range of programs and services to help older adults in our community remain as independent as possible and age with dignity in their own homes.

In July 2019, the beginning of HSRC's fiscal year, the agency was busy serving its many participants and their families throughout a service area stretching from Trinidad to Scotia, and inland to Blue Lake and Carlotta.

The HSRC campus in Eureka was bustling. The Nutrition Program was busy preparing meals for the Senior Dining Centers in Arcata, Eureka, and Fortuna; for the numerous homebound elders who were recipients of Home Delivered Meals; and for the participants in the Adult Day Health and Redwood Coast PACE programs.

Staff in these care programs, along with MSSP – the Multipurpose Senior Services Program – were busy serving their 400 plus participants in the day centers, PACE clinic, and in their homes.

Senior News staff produced the monthly newspaper that helps keep older adults in our community informed and connected. Support staff were busy doing what needed to be done to keep all the agency's programs running.

And volunteers did their part to help support staff as well as participants.

Significant changes were already in progress. In Fortuna, construction of the new Gene Lucas Community Center (GLCC) was almost complete. Soon, HSRC's Nutrition Program would be moving its Fortuna Senior Dining Center into the GLCC in the space it would be sharing with the Fortuna Senior Center.

Nearby, construction on the new HSRC Adult Day Health & Redwood Coast PACE Center was also nearing completion. Soon the required licensing visits would be underway, and final preparations were underway to make the center ready for the first participants.

And then news came of a new, concerning virus that was spreading in overseas countries, and then verified to be in the United States. It soon became evident that – because seniors and those with chronic conditions were most at risk – HSRC was going to have to modify its programs to continue serving participants beginning in March 2020, when Humboldt County's shelter-in-place order would go into effect.

Read on to learn how each of HSRC's programs met this challenge with determination and resilience.

## Activities Program

At the beginning of fiscal year (FY) 2019-20, the Activities program included recreational and social opportunities, exercise classes, educational offerings, flu shots, low-cost firewood, Dial-A-Ride tickets, the "Are You Okay?" telephone reassurance program, Senior Home Repair, and tax assistance. A steady flow of visits were made to our centers to participate in the multitude of activities being offered.

In March 2020, almost all activities had to be temporarily suspended. Although the HSRC Administration building was closed to everyone except employees, the Senior Services Office staff helped callers arrange for some services via phone, including Senior Home Repair and Dial-A-Ride tickets.

## Adult Day Health

This licensed therapeutic day program assists frail and disabled adults to maintain their best available function while providing respite to family caregivers. In FY 2019-20, about 80 participants were served.

In response to the pandemic, the Day Center in Eureka was closed for the safety of participants. In its place, staff developed new ways to provide services to participants in their homes via phone, safe home visits, and at-home deliveries of meals and activities kits. Tablets were provided to some participants so that they could connect with staff and take part in some activities remotely.

## Alzheimers' Services

This resource provides family consultations and caregiver support groups, and hosts the annual Dementia Care Conference for clinicians and family members. During the pandemic, staff remained available by phone for those who needed assistance with resources and services for Alzheimer's-related needs. Unfortunately, the 2020 Dementia Care Conference had to be cancelled.

## Multipurpose Senior Services Program

MSSP is a community-based care management program that helps frail elderly and their families locate, arrange, and manage supportive services, with the goal of helping clients remain in their own homes for as long as possible with a higher quality of life. MSSP served about 104 clients in FY 2019-20.

When the pandemic struck, MSSP staff developed new protocols to provide all program services primarily via phone and at-home delivery. For the safety of these frail participants, in-home visits were done only if absolutely necessary.

**Humboldt Senior Resource Center  
is grateful to all those in our community who help fund these programs  
through grants, donations, and other support.**

**We thank our community and participants for their continued support of our modified  
programming and services during the coronavirus pandemic.**

## Nutrition Program

The three Senior Dining Centers in Arcata, Eureka and Fortuna provide not only hot, nutritious meals — they also give seniors the opportunity for socialization and friendship. For those elders who are homebound, there is the Home Delivered Meals program.

The Nutrition program continued to provide meals for Adult Day Health and Redwood Coast PACE participants during the pandemic. However, all Senior Dining Centers were closed in March 2020 when the county's shelter-in-place order went into effect. In its place, the Nutrition Program provided weekly packages of five "grab & go" meals for drive-by pick up at each dining site. Ironically, demand increased and more meals were served weekly than before the pandemic. Home Delivered Meals were also modified to once-weekly drop-off of five meals. Sadly, seniors lamented the lost socialization they enjoyed at the dining sites and with more frequent meal deliveries.

## Redwood Coast PACE

A Program of All-inclusive Care for the Elderly, this health plan provides comprehensive medical care and support for qualified frail seniors age 55 and older who need a nursing home level of care, but who wish to remain at home. At the end of FY 2019-20, about 200 participants were enrolled in the program.

In an abundance of caution, the Day Center was closed at the onset of the shelter-in-place order. Care for participants was primarily provided in their homes, with visits made to the PACE clinic or specialists only when absolutely necessary. Tablets were provided to participants that were used for online activities, socialization, and televisits with the clinical staff and social workers. Meals and activities kits were delivered to participants in their homes.

## Senior News

The monthly Senior News is the only community periodical on the North Coast targeted to those age 50 and better. Senior News distributed an average of 12,000 free copies per month throughout Humboldt County during FY 2019-20. The pandemic did not affect the monthly publication of Senior News, although numerous distribution points were closed in response to the shelter-in-place order; home delivery to subscribers was not affected.

## Community Support

California North Coast Harley Owners Group • Central Labor Council of Humboldt & Del Norte Co. • Eureka Emblem Club #298 • Garden of the Heart • Humboldt Bay Fire • Humboldt Stamp Collectors' Club • Latin American Club • Meals On Wheels America • National Active and Retired Federal Employees • Redwood Sports Car Club • Rotary Club of Southwest Eureka • S.A.I.L. • See's Community Fund • Soroptimist International of Eureka • United Bikers of Northern California • Widow's Sons of California • **FOUNDATIONS:** Bertha Russ Lytel Foundation • Bill & Juanita Thompson Fund • Charles & Anna Pedrazzini Foundation • Christine & Jalmer Berg Foundation • Galen Russel Olsen Fund • Harry & Jeanette Weinberg Foundation, Inc. • Headwaters Fund • Holiday Funding Partnership • Hops in Humboldt • Humboldt Area Foundation • Humboldt Health Foundation • Orvamae Emmerson Endowment Fund •

Patricia D. & William B. Smullin Foundation • Richard and Emily Levin Foundation • Rose Perenin Foundation • Schmidbauer Family Foundation • Senior Citizens Foundation Fund • St. Joseph Health Community Partnership Fund • St. Joseph Health—Humboldt County • Wayne & Florence Vickers Memorial Fund • **IN MEMORY OF:** All Who Died • Delphine Alves • Carol Bailey • Dan Bartlett • Helen Bartscht • Mike Billington • Dale Birdsall • Bozenka Bledsoe • Mary Colleen Bonner • Fred Bottemiller • Dale Bridges • Ginny Caldwell • Edwin & Iola Carlson • Bill Carsner • Ray Cesaretti • Young Hee Choi • M. Janet Cote • Florence Couch • Don Crispin • Eleanor Crosby • Harold Drechsler • Lenny Escarda • Rosemarie Falor-Luis • Mary Ferreira • Eugene Flocchini • Marlene Giffen • Michael Glimpse • Arlin Grandy • Bruce Griswold • Harry Hall • Ruth Harvey • Tazi Hirano • HSU Football • Gerald Hunter • Joyce Jacobson

## Adult Day Health & Alzheimer's Services, Nutrition Services & Redwood Coast PACE in Fortuna



**HSRC's new Fortuna Center:** *Clockwise from upper left*, the back of the building and entrance into the Day Center's living room and activities space; the outdoor activities space and garden; participant Gloria Rist and OT Rhonda Rankin in the Physical Therapy room; the dining room; vans drop off and pick up participants under the porte cochere; nursing station; the PACE Clinic waiting room; the living room with fireplace; and the activities area.



### Community Support

• Dee Johnson • Gladys Jones • Mary Kay • Don Kohls • Melissa & Doreen Kort • Loretta Ladika • Sam & Evelyn Leeper • William Lester • Pam Lindstrom • Robert Lorensen • Nard, Jennie, & Tom Maffia • Don Maher • Michael Malloy • Ingrid Mattson • Ray Mechals • Ina Melton • Mabel & Chester Mitchell • Elinor Mobley • Mom • Gail Moxon • Marilyn Murphy • Lyle Murty • Ruth & Salvatore Mylie • Laura Olsen • Virginia Orlandi • Roland Potter • Izzy Rael • Kathleen Regli • Eunice Rodriguez • Julia Roman • Mike Rose • David Rudin • Lucy Ruud • Joyce, Glenn & Dick Schirmann • Sydney & Julius Schwartz • Larry Segesman • Emily & Ted Story • Patrick Stringer • Mary Togni • Don Tuttle • Alan & Rick Tye • Ivanka Velinova • Mick & Fran Wahlund • Margaret Werren • Leilani & Jim Wieselquist • Mary Beth Wolford • Ann Marie Woolley • **IN HONOR OF:** Roger Bright • Nikki Collier • Cindy Denbo • Cathy's Dining Room Staff • Ana Comer • Dan & Barbara • Stan Dixon Family • Nick Dolfini • Dorothy Flocchini • Family & Friends • Willard Foote • Holly Frame • Thea Gast • Rusty Goodlive • Adele Gormley • Lei Hann • Susan Hansen • Ina Harris • Joyce Hayes • Justin Hoopes • Sharon & Bill Hunter • Jack Irvine • Frank & Sarah Jager • The Jager Family • Theresa McCready • Kathy McKenzie • Janyce Neiman •

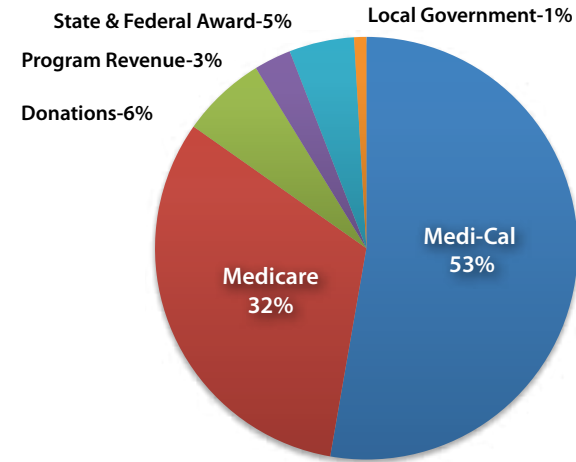
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# Statement of Financial Position

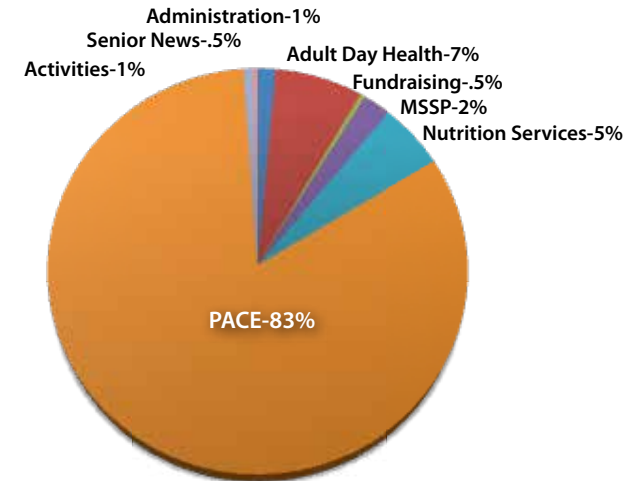
## FINANCES

	Audited 6/30/2020	Audited 6/30/2019
<b>ASSETS</b>		
Cash and Equivalents	\$2,453,160	\$1,471,744
Accounts Receivable	\$1,957,730	\$1,419,907
Prepaid Expenses	\$42,994	\$61,571
Inventory	\$30,413	\$26,570
Property and Equipment	\$6,982,969	\$6,310,182
Other Assets	\$953,408	\$410,659
<b>Total Assets</b>	<b>\$12,420,674</b>	<b>\$9,700,633</b>
<b>LIABILITIES</b>		
Short-Term Liabilities	\$4,730,815	\$2,819,014
Long-Term Liabilities	\$1,584,328	\$1,978,455
<b>Total Liabilities</b>	<b>\$6,315,143</b>	<b>\$4,797,469</b>
<b>NET ASSETS</b>	<b>\$6,105,531</b>	<b>\$4,903,164</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$12,420,674</b>	<b>\$9,700,633</b>

## REVENUE



## EXPENSES



To view HSRC's full financial info, see our IRS 990 statement at [www.humsenior.org/about/financial-info/](http://www.humsenior.org/about/financial-info/).



## Community Support

**SENIOR NEWS SUPPORTERS:** Area 1 Agency on Aging • Adult Day Health of Mad River • Advanced Security/EasyCall • Bear River Casino & Hotel • Cliff Berkowitz • Supervisor Rex Bohn • BoomerTech • Broadway Medical Home Care Supply • Central Office • CherAe Heights Bingo & Casino • Coast Denture Service • Coast Central Credit Union • Dave's Computer Services • Eureka Natural Foods • Eureka Central Residence • Elite Caregivers • Eureka Symphony • Everything Medical • Camille Fellion • Supervisor Estelle Fennell • Flashback • Gale & Nielson • Greens Fortuna Pharmacy, Inc. • Humboldt Area Foundation • Humboldt County Library Foundation • Humboldt Artisans Christmas Crafts and Music Show • Humboldt Audiology • Pacific Medical Resources • Humboldt Classics Senior Softball Association • Humboldt Hand and Foot Therapy • Humboldt Medical Eye Associates • Humboldt Mortgage Company • Humboldt Transit Authority • Kramer Investment • Dr. Neil Kushner • Lima's Professional Pharmacy • Miller Farms Nursery • North Coast Journal • OLLI-Osher Lifelong Learning Institute • Open Door Community Health Centers • Pauli Harbour Insurance • Pierson Building Center • RCAA-HEAP program • Redwood Coast Village • Redwood Osteopathy • Richard Philipsen • St. George Reef Lighthouse • Singing Trees Gardens Nursery • Smart Phones for Seniors • St. Joseph Health - Humboldt County • St. Joseph Hospital Foundation • Suzy Smith-Broker • Timber Ridge/Western Living Concepts • Trinidad Bay Art & Music (TBAM) • Tri-County Independent Living • Vector Rehabilitation • Visiting Angels • Joan Woodcock Insurance Services