

# 2010 HELP Adult Services Performance Scorecard

## Mission

To provide health supportive services to assist individuals attain a greater level of independence and improve their quality of life.

## Vision

To support a community that possesses an improved lifestyle by obtaining health supportive assistance where needed.

## Core Values

### Community-Focused

- Provide inclusive programs that provide hope
- Offer resources to those in need
- Make programs accessible regardless of race, religion, gender, age, sexual orientation or economic status

### Faith-Based

- Treat all people with dignity and respect
- Empower people to change their lives
- Communicate care and compassion to those in need

### Responsible Management

- Assure effective stewardship of resources
- Commit to quality and excellence in all we do
- Practice visionary leadership

## Learning & Growth

Assure quality and excellence through continuous evaluation and communication. Practice visionary leadership with the support of annual strategic planning and development of staff and Board members.

## Participants

### HELP Program

- 61% over the age of 64
- 38% reported an income under \$10,000
- 71% reported an income less than \$20,000
- Served 5,686 families in 2009

### Respite Program

- 68% over the age of 64
- 51% reported an income less than \$20,000
- Served 7,922 Respite hours in 2009

## Support

Expenditures: 92% Program, 8% Administrative

2010 Budget: \$260,700

In-Kind Donations: \$287,312

## Impact upon Community

- By receiving health supportive services, individuals are able to remain independent in their homes.
- Respite Care: individuals remain in their homes longer and families are able to provide care to their loved ones at home.
- Health & medical Equipment Loan Program services: ability to obtain the equipment needed to recover from their accident or illness.
- All services are offered at a reduced rate lowering the financial stress to individuals and families.
- Tax-payer savings of over \$100k each year by families not utilizing government benefits for care-giving.