



# Annual Report

Fiscal Year July 1, 2019 – June 30, 2020



## Mission Statement

# Promoting Wellness, Dignity & Independence for Seniors





## A Letter from Our Leadership

This past year has been a story of two years. Or before and after. Did time slow down? Or every day was so full it's hard to believe a year has come and gone.

Curry Senior Center started off with many new programs — the natural progression of continual improvement to serve the elderly. A new electronic health record — EPIC — started the year off along with the Health Center's partnership with the Food Bank in the nutrition-focused Food Pharmacy. Other partnerships expanded starting with adding 40 units for formerly homeless seniors at the Cadillac Hotel and a new Care Navigator program with Shanti. Curry was also the recipient of a new contract with the Department of Disability and Aging providing outreach and social support the transgender community.

Then came March, **COVID-19**, and Curry continuing to be nothing less than **ESSENTIAL!**

Following the health center's lead of "...please stay home, shelter in place, but if you are going to get sicker by staying home, please come in", **we quickly introduced telemedicine visit, increased home visits and reorganized operations to maintain safe access to clinical and supportive services, while keeping our staff physically and emotionally supported.**

So the entire agency became an urgent care center for critical health, nutritional and financial needs. With staggered schedules, work from home, Zoom, **added support and self-care opportunities for the staff** and with abundant plexiglass and PPE Curry continued to stay open every day of the year.

We thank our many donors who stepped forward and provided extra "Covid" gifts. We thank the staff who changed their work schedules and habits to accommodate the new reality. And we thank our elders for telling us what they need and how to serve them best.

David Knego, MSW  
Executive Director

Justin Morgan, MD  
Medical Director

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# Curry Health Center

The core of Curry Senior Center's services, the Primary Care Clinic, was established during our organization's founding and in partnership with the San Francisco Department of Public Health. The Health Center offers preventive and primary health care by appointment, on a drop-in basis, and through house calls. Additional services include pharmacy, podiatry, psychiatry, eye-screening, and women's health. The Curry Health Center is also a sought after teaching site for UCSF nurse practitioner students, internal medicine residents, medical and premed college students.

Our partnerships' importance stems from the challenges of many of Curry's seniors: isolation, low-income, and minimal support from family or friends. The core health care services are integrated with a wide array of programming, allowing our seniors' independence for as long as possible.

This past year we focused on a few priorities:

- Staff Self-care and Wellness
- Hypertension and Diabetes Food Pharmacy
- Nurse Home Visits

Of course, the two most significant issues that Curry Senior Center tackled this year were the COVID-19 Pandemic and Black/African American Equity.

Curry Senior Center is distinguished among San Francisco Department of Public Health (DPH) clinics as not only one of

the top providers of health care to Black/African American seniors, but also having the most Black/African American managers in clinic leadership and consistently scoring high among DPH clinics in staff satisfaction categories. Curry has expanded on our equity leadership this year by joining with other DPH staff in the Race Equity Champion program to reveal any challenging racist and biased policies within the San Francisco Department of Health and work together towards a goal of better outcomes for Black/African American healthcare patients through more equitable treatment of Black/African American healthcare staff.

## Covid-19 Response:

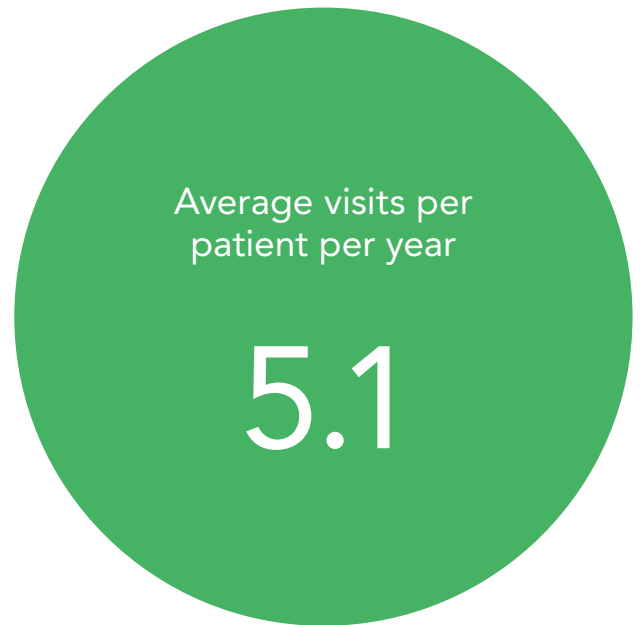
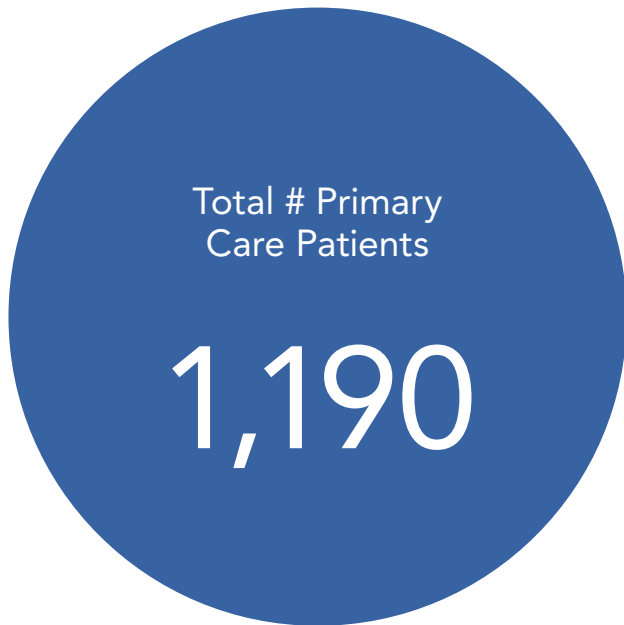
In response to COVID-19 shelter-in-place, limitations to health care access that affected low-income and communities of color the most, Curry Senior Center and the San Francisco Department of Public Health introduced telemedicine services in our primary care clinic to allow our patients to stay connected to care. Curry medical providers took on extra work to bring testing and treatment services to parts of the city most affected by the pandemic. Clinic leaders and staff made it our priority and goal to direct staff development funds, for meals and supplies, towards consistently patronizing our local, small business neighbors, especially the smaller restaurants and stores that serve our patients, too.

This year's challenges were significant and are still with us, but have only strengthened the community's ties to us and Curry's commitment to our community.



# Curry Health Center

Some interesting statistics about the Curry Clinic:



Patients Over Age 65:



Primary Language Not English:



Office-based visits:



over 5,000 annually

Home visits:



over 300 annually

Demographics by Race/Ethnicity:

Asian



Black/African American



Hispanic/Latino



White



# Senior Center

Curry's Senior Center provides educational programs, cultural celebrations, and community engagement, bringing together the older adult community in the Tenderloin in meaningful activities that reduce isolation and loneliness. The Center also offers services to support Curry Clients in activities of daily living and programs to support self-care. This year the center served 196 clients.

## Programs and Services

### Social and Cultural Programs:

Programs include Virtual Reality tours; Mardi Gras and Gay Pride Celebrations; the LGBT Lunch Bunch Support Group and Samahang Pinoy, a Filipino social group. Participants benefited from a total of 3,214 hours of social programming last year. The Center also offers a variety of culturally appropriate meals throughout the week, complementing the nutritionally sound meals in the Dining Room.

Revolting Seniors, the LGBTQ podcast, surpassed 1,100 unique downloads last year. Each week, the group records discussions touching on topics from the legacy of the AIDS crisis to aging as a part of the LGBT experience. The participants have interviewed representatives from Muttville Senior Dog Rescue, Alzheimer's Association, and the Department of Disability and Aging Services, among others. 104 hours were dedicated to podcast planning and recording last year.

The Senior Center recognized the Transgender Community in the neighborhood and took steps to reach out and provide support to this somewhat hidden and underserved population. A new program, Ageless, began January 1, 2020 to address the social needs of the Transgender Community.

### Translation Services:

The multicultural staff at Curry have provided 865 hours of translation both on-site and while accompanying clients to medical appointments, government offices, and with residential management at their rooms or apartments. Programs are offered in Cantonese, English, Lao, Russian, Spanish, Tagalog, Thai, and Vietnamese,

making certain that no senior is denied access based on language capacity. These same staff also assist in enrolling participants in CalFresh, Medi-Cal, and EatSF, and provide other social services totaling 920 hours of direct service and 161 hours of outreach.

### Computer Lab:

The Center's computer lab is open Monday through Saturday, providing Internet and computer access to participants in English, Vietnamese, Russian, and Chinese.

### Advocacy:

The Center hosts a Safe Streets for Seniors advocacy group in which participants identify goals to further San Francisco's Vision Zero mission and advocate these goals to city officials.

### Covid-19 Response:

The Senior Center was closed to group programming and events at the beginning of Shelter-in-Place. Translation services continued with appropriate safety measures in place. Wellness calls to clients were initiated and care packages were delivered to homes when clients mentioned a need at home. Microwaves and mini fridges were provided to some clients who were unable to participate in Project Open Hand's frozen meals program.

The computer lab is slated to re-open in the Fall, to 3 seniors at a time, providing access to the Internet which is now the only way to take advantage of many services.

Several programs moved online via Zoom, video as well as phone access including: The LGBT Lunch Bunch; Samahang Pinoy, the Filipino social group; the monthly advocacy group, Safe Streets for Seniors; The Lao/Thai support group, and the transgender social group, Ageless.

Revolting Seniors, Curry's LGBT podcast, had its first recording since the shelter in place order went into effect. A grant from Horizons Foundation has enabled the Center to provide some of our LGBT clients with a device and training to empower them to participate in online programming.



# Dining Room

In partnership with Project Open Hand, Curry Senior Center offers breakfast and lunch every day of the year. The Dining Room is like home to Curry clients – a place to connect and engage as family and community. A Nutritionist offers weekly presentations and quarterly events take place like an ‘old-school sock hop’ and Karaoke. This year 2,543 clients were served through 43,565 breakfasts and 67,974 lunches.

## Covid-19 Response:

In March, the Dining Room closed to sit-down in-person services and provided meals to-go only. Daily Breakfasts and lunches and will continue-to-go — until restrictions are lifted. Project Open Hand also initiated a frozen food program which provides a week’s worth of meals to clients with the capacity to store and reheat the meals. Access has been opened up so that friends and family are able to pick up meals for clients. In addition, we receive regular food donations from Replate, Food Runners, and the Golden State Warriors. These donations provide both produce and pre-made meals that are offered to clients and delivered to residents to further their access to nutrition.



## By the Numbers:



hours of volunteer assistance  
serving meals by individuals  
and organizations



breakfast meals  
served



lunch meals  
served

# Drop-In Center

The Drop-In Center located next to the Curry Dining Room, is a low-threshold, walk-in engagement program to establish a sense of community and equity among older adults including those who are homeless. The Center has become a thriving, fun place to be with a variety of daily wellness and social programs. Program ideas are vetted with the clients who provide feedback. Since clients were included in the program selection process, the Center has seen an improvement in attendance as well as Program ideas. One hundred and twenty-eight (128) clients were served this year through 8,623 units of service (visits) and 29 mental health screenings.

## Programs include:

### Stress Busters:

Presented by San Francisco Friends Who Care — provides skits and presentations on stress and stress management.

### Senior Haircuts:

The San Francisco School of Esthetics and Cosmetology provide free haircut vouchers for our clients.

### Chair Exercise:

Staff facilitate simple chair exercises to promote health and wellness.

### Covid-19 Response:

In March the Drop-In Center closed briefly to re-examine how to proceed while under the new restriction of Shelter In Place. When the Center reopened in May, entry was limited to 6 clients at a time. Programming was reduced to New and Discussion, Movies and Open Mic, giving clients a chance to perform. The Center primarily provided respite for clients, particularly homeless clients, to get off the streets and have a place to put their bags down and recharge phones. Peer employees still provided referrals and linkage to services. Bathrooms were accessible. A plexiglass shield was added to the front desk sign in station, as well to the program table for the safety of staff and clients.

## By the Numbers:



369

The Drop-In Center served 369 seniors with wellness based activities.



146

The highest ethnicity served is the African-American population. We served 146 African-American seniors with wellness based and social activities.



79

We served 79 White and 79 Asian seniors with wellness based and social activities.



80%

In the annual Client Satisfaction Survey, we found that 80% of participants attending five or more programs reported an increase in socialization.

# Case Management

Case Management collectively assesses the needs of seniors and their support system and coordinates, monitors, evaluates, and advocates for services to meet each client's complex needs. The core focus of case management is to maintain a supportive relationship with the client in order for him or her to accept and benefit from services. We continue a partnership with Medical Respite building a relationship with Curry health center patients who are homeless. In tandem with their Curry health care provider, staff build trust, and commitment to complete the hard work of finding and maintaining permanent housing. A Behavioral Health Navigator was added this year to assist in this work.

### Covid-19 Response:

In March Case Management and Behavioral Health Services limited services to drop-in only, emergency home visits to established case management clients and check in calls. In April this was modified with the addition of face to face appointments not only for drop in clients but for established case management clients with urgent income and housing issues. Beginning in June Behavioral Health staff increased in-office hours to 60% of their time vs. 40% spent in previous months.

We accepted 35 new clients with urgent needs from April to June, and completed 3,245 telephone calls to established clients. We spent considerable time establishing Telemental Health services. This meant revising required paperwork to meet Telemental Health standards. Forty clients in Behavioral Health continued their counseling sessions via phone or tablets.

# Behavioral Health

Curry Senior Center's Behavioral Health programs include both mental health and substance use disorder services for seniors who have clinical depression, anxiety and/or addiction issues that interfere with everyday functioning. Our work is done through individual and group counseling, and home visits. Curry is one of the few programs that provide therapy in the home of seniors who are too frail or fearful to leave their homes, which decreases isolation for our seniors. In January 2020, prior to COVID, Curry formed a partnership with Stepping Stone Adult Day Health, providing substance use disorder group counseling to Adult Day participants at the Mission Creek and Golden Gate facilities.

### By the Numbers:



# of home visits

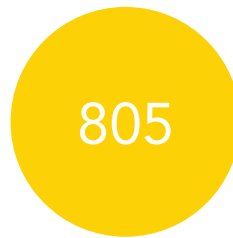


# of homeless seniors housed



# of rides and escorts provided for seniors who might not make the appointment on their own — 121 per month

### By the Numbers:



Group Sessions



Individual Sessions



Case Management Sessions

# Addressing the Needs of Socially Isolated Older Adults

The Peer Outreach Program at Curry concluded its five-year contract funded through the State of California's Mental Health Services Act (MHSA) in March 2020. Curry submitted a final Learning Report, to the San Francisco Board of Supervisors, the MHSA Oversight and Accountability Commission for the State of California, and other stakeholders. This report was written in collaboration with Curry Partner, UCSF Associate Professor of Medicine, Carla Perissinotto MD.

We share some of the results from the report:

- **The Numbers.**

Ninety-five (95) clients participated in the program receiving 3,659 visits/contacts. The average number of contacts per client over a 12-month period was 54.

- **Client Profile.**

The median age of participants was 69 and diverse with 31.1% African American, 13.8% Latino, 18.9% Asian and 31.1% White.

- **Barriers to Connecting.**

When asked about barriers to connecting, 71.3% reported concerns with neighborhood safety, 22.7% because of incontinence and 67.6% because of physical ability, among other concerns. 34.6% of the sample have mobility limitations and 20.5% have visual impairments.

- **Isolation and Loneliness.**

Over the past 12 months, participants moved from moderate/high loneliness to low levels of loneliness. There were reductions in depression; and a reduction in perceived barriers to connection. Overall, their levels of social isolation remained the same. At 12-month follow-up, 100% of participants noted that they would recommend the peer program to others.

Further refinements in this program involved the need for outreach to the older transgender adult community who were experiencing isolation and loneliness. In January 2020, the program hired a transgender older adult Peer. The outreach effort was successful, although hampered by shelter in place. Currently there are 5 program participants receiving services.



Saving the best for last, San Francisco Department of Public Health has agreed to keep this program running past the original 5-year grant from the State of California, and the program has been extended through June 30, 2021.

## **COVID-19 Response:**

The Peers moved from one-on-one visits to phone calls twice a week. Initially, the calls were focused on the health and well-being of the participants. Peers ensured that participants had the basics for daily living. Peers assisted in coordinating care packages, encouraged participants to contact their Social Workers, Case Managers or Primary Care Providers, as needed.

As the phone calls continued, the Peers invited clients to listen to guided meditations with them, do simple stretches, or read passages or poetry. For participants who could not be reached by phone, the Peers began letter writing. Each letter included a self-addressed, stamped envelope to encourage the participant to write back.

# Wellness Programs

Curry's Wellness Programs include health education (individual and group classes), one-on-one health coaching and presentations, wellness nursing services in the home, and Senior Vitality. These programs build life skills and support clients in promoting healthy eating, physical activity and stress management. Wellness activities for staff members include fun and informational group activities, such as healthy eating events and fitness challenges. Wellness Programs Program Activities Include:

## Preventive Health Classes for Chronic Diseases:

Six-week classes focused on teaching strategies to manage diabetes, heart disease, arthritis and other chronic illnesses, through a focus on healthy eating, exercise, stress management, action planning and goal setting. Each senior establishes individual health goals and works for six weeks on meeting those goals. Monthly informational health presentations are also offered about topics affecting older adults. Curry also hosts a monthly "Healthy Living" class, engaging graduates of the six-week workshops, which has been ongoing since 2014.

## Health Education Classes and Workshops:

Classes such as Food Smarts, which teaches clients healthy eating tools and recipes, and monthly presentations on topics related to the health of older adults. This past year, Curry offered an on-site Tai Chi for Balance and Fall prevention class and continued to offer smoking cessation class Life Without Tobacco, developed with the support of the American Cancer Society.

This year, overall, 143 clients participated in Preventive Health and Health Education Classes and Workshops.

## COVID-19 Response:

In-person health classes and workshops were put on hold. Staff started training on how to adapt classes to meet clients using Zoom. The Healthy Living Class and Health presentations have been re-created on our Senior Vitality YouTube Channel, covering positive thinking, nutrition and gardening. Staff shares exercise videos and invitations for Zoom-based Tai Chi classes via email with clients several times a month. During this period 1,081 COVID-19 Wellness calls were made.



# Wellness Programs

## Wellness Nursing in the Home:

Curry continued its partnership with the Cadillac Hotel to offer Wellness Nursing Services on-site in this SRO (Single-Room Occupancy) housing site, as well as the TNDC housing site Willie B. Kennedy. A registered nurse with an on-site office supports residents with health information, support and referrals to help them age in place. This year the program served, through both sites, 159 clients through 471 office visits, 71 home visits and 244 phone calls.

## Senior Vitality:

This 12-month program aims to enable clients to better manage their health and well-being through in-home Internet access, technology training and health coaching. Ninety (90) seniors participated in the program this year, including 30 clients enrolled in the Russian and Cantonese-speaking groups. Additionally, of those who graduated from the 12-month program, 42 clients enrolled in the follow-up "Maintenance Program" to continue learning technology skills in a group setting. Clients received 1,252

hours of training, 500 hours of health coaching and 1,436 hours of tech support.

## COVID-19 Response:

The Cadillac Wellness Nurse began working from home during Shelter-in-Place and continues to connect with clients through regular outreach phone calls and responds to incoming calls and referrals from other staff at the Cadillac.

In March, all face-to-face Senior Vitality meetings were discontinued. Staff remained in telephone and video contact with clients for health coaching, tutoring and technology support, making over 700 phone calls to support clients in this program. By the end of April, class lessons were created on YouTube and weekly Zoom-based events began. A survey regarding re-opening in-person classes was administered in June with an eye toward opening small limited-capacity, face-to-face classes, which resumed in September.

## By the Numbers:

143

clients attended health education classes, presentations and coaching

159

residents enrolled in Wellness Nursing Pilot Program

334

clients attended one-on-one visits with health educator

83

COVID-19 care packages delivered

217

clients attended health coaching visits

270

clients attended group visits with health educator

# Volunteers

Volunteers are essential to our work at Curry Senior Center. Volunteers Curry's volunteer program continued to support San Francisco seniors in many different facets in 19/20 FY. Volunteers helped serve meals, plan activities and events, present ideas, tutor seniors, and, most importantly, volunteers bring smiles to our seniors' faces.

## By the Numbers:

# of Volunteer hours

2,223



# Curry Senior Center PALS

The Professionals Advocates and Leadership Society (PALS) has worked with the Curry Senior Center since 2015. In the past year, PALS organized the first art event at Curry to bring kids and seniors together for painting lessons, assisted with and organized several fundraisers, and helped bring in sponsors and auction items to the last Gala and Bocce events. As events have become more digital during the pandemic, PALS also helped test and organize the first Zoom trivia events for Curry as we try to find new ways to spread awareness and fundraise.





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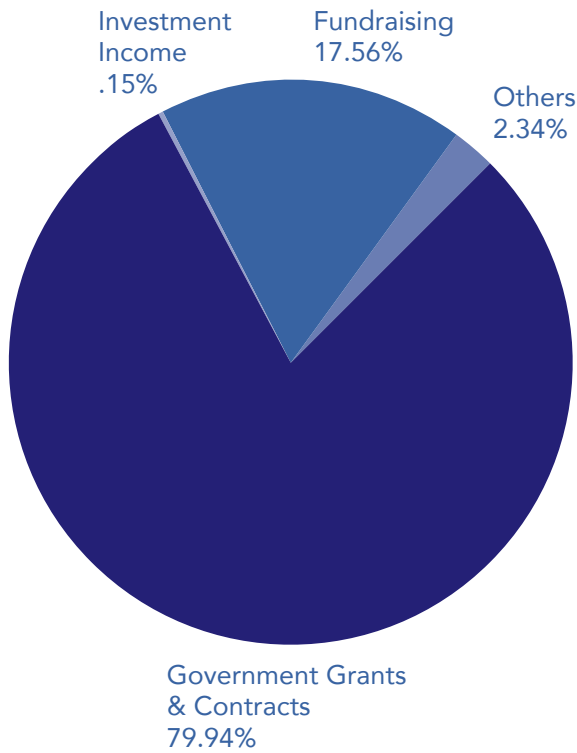
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# Year-End Financials

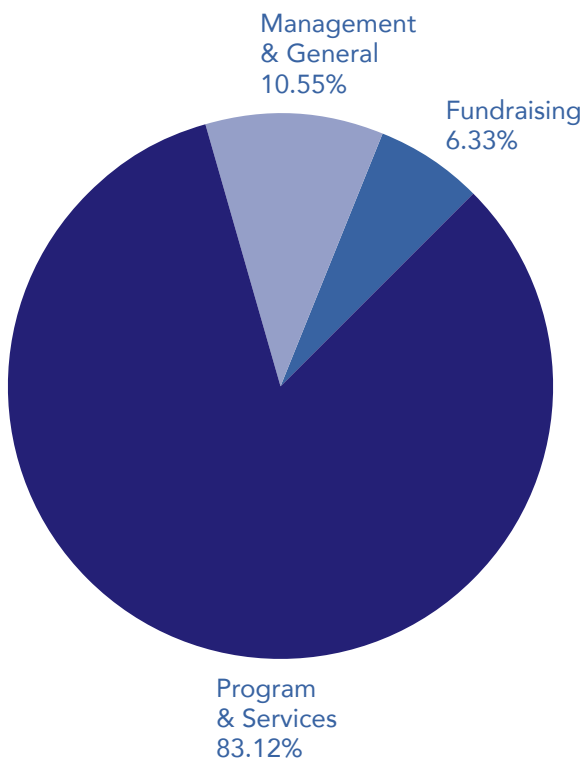
July 1, 2019 – June 30, 2020

## Support & Revenue



Government Grants & Contracts	\$3,917,402	79.94%
Fundraising	860,593	17.56%
Investment Income	7,351	.15%
Others	114,778	2.34%
<b>Total</b>	<b>\$4,900,124</b>	

## Expenses



Program & Services	\$3,939,142	83.12%
Management & General	500,006	10.55%
Fundraising	300,083	6.33%
<b>Total</b>	<b>\$4,739,231</b>	



*Promoting Wellness, Dignity & Independence for Seniors*

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