

Umbrella of the Capital District

2015 ANNUAL REPORT



9 Broadway
Schenectady, NY 12305



Thanks to
GE Matching Gifts program
Community Foundation for the Greater Capital Region
Foundation of Philanthropic Funds
Home Instead Foundation
Homestead Funding Corp.

Find out more by visiting
www.theumbrella.org

Umbrella of the Capital District is a 501c3 not-for-profit organization registered with the NYS Charities Bureau. Helping people stay in the homes they love since 1995.

2015 LETTER

From the Director

From Umbrella's inception in 1995 our success has always been built upon the dedication, devotion and skill of the men and women who serve Umbrella's membership as handypeople. Because of their tireless efforts, Umbrella has been able to help thousands of senior homeowners throughout the Capital District to live safely and independently in their own homes.

Members with an adjusted income of \$17,505 would receive a free home safety inspection and be eligible to receive up to 40 hours of handy person services at half price. The grant, which would go into effect in January 2015, also provided reimbursements for some larger repairs.

Here is what we did:

- **30 home safety inspections**
- **158 handyperson jobs totaling 512 hours of work**
- **32 jobs by vetted contractors, including electrical, plumbing, heating, roofing and masonry repairs.**

We made a difference!

Very low-income households often put off home maintenance and essential repairs, so some of the homes we enrolled under the grant were in tough shape, and sometimes had dangerous issues. We were able to detect these problems in the home inspections, and made every effort to address them. This meant replacing faulty wiring, fixing roofs, furnaces and boilers, master plumbing jobs, repairing masonry and, in one case, rebuilding a chimney. One member had a range that hadn't worked in years and we were able to find and install a replacement from Habitat for Humanity. Another member had to boil her tap water because her well was infested with e-coli. We were able to use grant monies to repair her water purification system. We also installed numerous handrails and made many other small home modifications to ensure that our elderly members in the grant have safer homes.

Finally, the Home Instead Senior Care Foundation award allowed us to pursue and receive a partial funding match from the Community Foundation for the Greater Capital Region.

Almost 20% of Umbrella's members are low income. Grants like this make a huge difference in their quality of life!

AWARDS

What \$15k Can Do!

In July 2014 Umbrella submitted a funding proposal to the Home Instead Senior Care Foundation. Late in the year we were notified that the Foundation would award us \$15,000 to subsidize home maintenance costs for low-income members.



2015 was a special year for Umbrella of the Capital District. It marked the completion of 20 years serving senior citizens and disabled homeowners in Albany, Schenectady, Rensselaer and Saratoga counties. Over the course of its existence, Umbrella has served thousands of households and experienced steady growth in both the size of our membership and the variety of services we provide to help members live safely and independently in their own homes. Twenty years ago home maintenance, house cleaning, and lawn care represented the bulk of what Umbrella did. In response to repeated requests, we have added dozens of new services throughout our first two decades, including transportation, companionship, meal preparation, grocery shopping, and money management, to name but a few, along with a wide variety of contractor services such as roofing, plumbing and electrical, appliance repair and drain line cleaning. As a result, our organization is better prepared than ever before to help those we serve live safely, comfortably and happily. We even launched a second Umbrella that serves just the residents of Colonie.

The most critical ingredient of our success has from the very beginning been the tireless efforts and dedication of Umbrella's handypeople. Last November we held a celebration of each and every handy person Umbrella has ever had and the thousands and thousands of hours they've spent helping members. Awards were given to 15 handypersons several of whom have been serving members for more than 10 years and many of whom have done thousands of jobs individually. The message of the occasion was clear: The credit for whatever success Umbrella has enjoyed during its first two decades must be laid at the feet of these wonderful people.



I believe that in the years ahead Umbrella will continue to grow and expand the diversity of its services as long as we continue to be guided by the wishes of our members, their families and our many friends. With that in mind, please keep in touch. Your comments, ideas and insights will always be a critical ingredient in creating new services and meeting the challenges that lie ahead.

-Ron Byrne

WHAT MAKES

Umbrella different?

Today there are plenty of companies that offer handyperson services and support for senior homeowners. So what makes Umbrella different?

We are a non-profit, membership organization. Members pay an annual fee based on income that is used to support our day-to-day operating costs. We also hold fundraising activities and pursue grant funding to supplement the dues members pay. Umbrella does not make any money on the work done by our handypersons. This means that the hourly rate our members pay for these services is about half what other companies charge. And membership fees are tax deductible. Most of our handypersons are retirees. They understand the challenges that seniors face and care about helping. We offer 24/7 emergency assistance. Each member has a refrigerator magnet with the Umbrella emergency phone number. They know that if a plumbing, heating or other emergency occurs they can call anytime and talk to a real person who will connect them with service.

Our Director visits every prospective member in his or her home when enrolling them in the program. This establishes a connection which we strive to maintain for as long as they remain Umbrella members.

In addition to handyperson work, we offer free home safety inspections and referrals to vetted contractors for jobs beyond the scope of Umbrella services.

CELEBRATING UMBRELLA

Birthday Bash!

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On September 15, Umbrella marked its twentieth year serving elderly and disabled homeowners in the Capital District. To mark the occasion, we invited members, handypersons and supporters to celebrate with us at a local banquet hall. Homestead Funding Corp. generously provided use of their company van so that members who don't drive could attend the party.

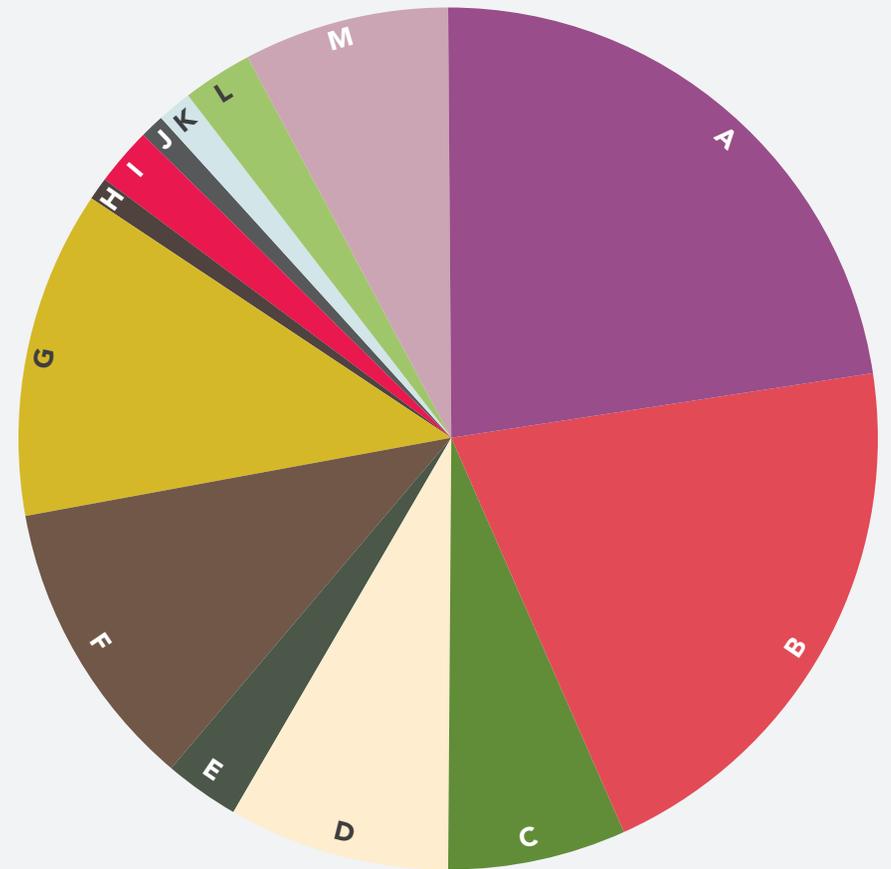
After a delicious dinner, Director Ron Byrne took the podium. One by one, he called twenty of Umbrella's outstanding handymen and women and professional contractors forward. Ron described their contributions to the organization and presented each with an award. As their exploits were described, the heroes were serenaded with horns and noisemakers that attendees found at their tables.

Then it was Ron's turn. Congressman Paul Tonko spoke of Umbrella's unique model and the difference it has made to thousands of homeowners over the past two decades. He then presented Umbrella with a proclamation from the U.S. House of Representatives.

After the ceremonies everyone enjoyed homemade cupcakes and entertainment by MopCo, a local improvisation troupe that incorporated some of the more memorable stories from Umbrella's history into their performance.



2015 Hours Worked



A. Housekeeping - 3455
 B. Lawn & Garden - 3185
 C. Home Repairs - 1014
 D. Painting - 1276
 E. Grocery Shopping - 428
 F. Transportation - 1688
 G. Companionship - 1871

H. Meal Prep - 122
 I. Snow Removal - 338
 J. Small Repair / Engine Repair - 35
 K. Electrical - 91
 L. Plumbing - 203
 M. Misc - 1601

2015

Major Accomplishments

Income: \$189,900 | Expenses: \$177,820

In **2015** Umbrella welcomed **176** new members.

Responded to **3220** requests for services.

Completed **142** home safety inspections.

Performed **15,306** hours of service.

We celebrated **20** years serving seniors and people with disabilities.

Our **new** web site was launched.

Potential handy persons can now apply **online**.

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ELAINE SANTORE

A Fond Farewell

After almost 20 years, Umbrella co-founder and Director Elaine Santore chose 2015 as the year in which she would move on to the next phase of her life. As Umbrella's chief fundraiser, Elaine was known for signature events like Art Of the Umbrella, fashion shows and dinner theaters, the Swing into Spring ballroom dance event, and indoor go-kart racing. She brought her artistic flair to each occasion, spending countless hours brainstorming, organizing, and adding the special touches that made each event unique and memorable.

Elaine's sense of style is reflected in Umbrella's office décor and in the numerous flyers, print ads, posters, cards and



brochures she created over the many years she served us. She wrote many grants and was responsible for Umbrella's successful submission for the Encore Award recognizing organizations that provide meaningful second career opportunities. Umbrella will miss her and wishes her every success in her future pursuits.