Ralph Waldo Emerson said, “The first wealth is health.” However, today more than ever before, many Americans are denied access to medical care due to prohibitive, rising healthcare costs. Transportation is often an unspoken financial barrier to accessing healthcare, and the physical and emotional costs of travel can be an additional burden. In 2011, Angel Flight West helped to improve the quality and longevity of many people’s lives from among the 13 western states by flying 4,371 missions for medical appointments or for other essential services at no cost to these passengers.
OUR MISSION

Angel Flight West arranges free air transportation in response to healthcare and other compelling human needs.

OUR VISION

Our vision is a culture of care in which all people have access to health care and other essential services regardless of social, economic or geographic circumstances.

OUR VALUES

Angel Flight West is committed to helping one person at a time, to supporting the strength that lies in our grassroots, and to continuing to maintain a culture of professionalism.

In November 2011, AFW completed its 50,000th mission. WE’VE JUST BEGUN

Cover: AFW members’ planes from North Meets South fly-in luncheon gathering of the Northern and Southern California Wings at Harris Ranch, a small airport in the central part of the state. During the course of a year, Angel Flight West presents local fly-ins arranged by the Wings and with the assistance of staff where current members can socialize and introduce potential new members and pilots to AFW.
OUR 2011 BOARDS OF DIRECTORS

ANGEL FLIGHT WEST FOUNDATION BOARD OF DIRECTORS

Foundation Chair Stephen Bobko-Hillenaar
Financial Advisor, Morgan Stanley (retired)
Secretary Roger Dunham
Physician, Internal Medicine
Treasurer Hal Morley
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Chair, Alaska Air Group
Kevin P. Kauffman
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Founder, Dynamic Computer Incorporated (retired)
Warren Wood
Founder, Cabot Medical Corp. (retired)

ANGEL FLIGHT WEST BOARD OF DIRECTORS

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Vice Chair Stephen Bobko-Hillenaar
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Leah Jeanne Vriesman
Associate Director, MPH Programs in Health Policy & Management, UCLA
Warren Wood
Founder, Cabot Medical Corp. (retired)

Our goals are to have enough pilots to fly every mission that comes to us and to be funded to support our operations.
As we approach our thirtieth year and begin our fourth decade of providing free non-emergency air transportation, it seems appropriate to borrow from the Carpenters: “...we’ve (only) just begun.”

2011 saw the continuation of the momentum and success we achieved in 2010. In 2011, Angel Flight West arranged over 6,800 missions and flew 4,371. (NOTE: Most of the mission cancellations are due to changes in patients’ plans). In January, we received an in-kind service grant from the Taproot Foundation valued at $70,000 and conducted an in-depth SWOT (strengths, weaknesses, opportunities and threats) analysis that significantly helped in the development of our five-year Strategic Plan. And in November we flew our 50,000th mission. But we’ve only just begun.

In a report published in May 2011, the Kaiser Commission on Medicaid and the Uninsured notes, “Under the Patient Protection and Affordable Care Act (currently under review by the U.S. Supreme Court) 16 million low-income individuals will gain Medicaid coverage by 2019, and another 16 million people are projected to gain private health coverage through new, state-based health insurance exchanges.” While this is encouraging news, the Commission cautions, “This broad national expansion of coverage, largely to a previously uninsured population, will generate new demands for access....” Dr. Stephen A. Somers, President of the Center for Health Care Strategies, adds, “Access to health care means much more than having an insurance card in hand. Unfortunately, simply providing insurance coverage does not automatically guarantee the delivery of vital health care services. A myriad of barriers contributes to this problem, including...transportation issues....”

Though we take in an average of fifteen missions each day, and each new passenger requires approximately thirty communications—emails, phone calls and faxes—between providers, passengers and pilots before take off, we have really just begun.

This Annual Report provides insight into a unique organization dedicated to the vision of a culture of care in which all people have access to health care and other essential services regardless of social, economic or geographic circumstances. We are working toward this vision with the help of our many generous donors, and through the dedication of our Board of Directors, volunteer pilots, ground volunteers and staff.

It’s a privilege being Angel Flight West’s Executive Director. We truly have only just begun.

Alan M. Dias
Executive Director
Passenger Sheri P. (L) and So. CA Wing pilot Kathryn Presson flying the second of a two-leg mission from Lincoln, CA, to San Diego, CA. Sheri has limited resources and is utilizing AFW to help minimize the costs and physical stress of frequent visits for recurring chemotherapy treatment for breast cancer.

Dear Josh,

Thank you so much for arranging my flight for Feb. 4th. Each flight means I don’t have a six hour drive in the car, which leaves me with more energy for the important things. You and all the people at Angel Flight West make such a difference in patients’ lives.

Thanks for all you do,

Linda

Dear Angel Flight West,

The work your organization is doing is remarkable! My daughter was not receiving the care she needed here in Oregon...her doctors didn’t fully understand her rare vasculitis disorder. It has only been three weeks since we returned from Johns Hopkins and she is already feeling and looking better than she has for over a year. We are so very blessed that your organization saw the need for patients to travel to receive the proper care. Your generosity and hard work enabled us to get the answers we were so desperately seeking. We can’t thank you enough!

Sincerely,

Karen & Alexa

*Note: This flight was provided by our partner Alaska Airlines.
It’s been another productive, intense year for AFW pilots, Wing teams, staff, patients, directors, patrons and our supporting community. It takes a lot to get each mission off the ground successfully and you all did it—again. Our thanks to each of you, and to your families for their support and understanding.

We are often reminded of the tremendous impact we have on the people and families we assist. Providing what is often a priceless gift to them does not come free to Angel Flight West. For us it is expensive in terms of the cost of our airplanes and fuel, the time devoted to recruiting new pilots, staffing our operations to serve patients and referring agencies, and supporting those who work with us. We have been blessed to share the thousands of hours of dedicated pilots and volunteers. It is these sparks of energy that we together, as Angel Flight West, create each year and see reflected in the light of a mother’s face, or the flash of a child’s grin as the plane lifts off. And often we can see it in our own eyes as the sparkle of a compassionate tear swelling our hearts. The purpose of Angel Flight West is to help us all do what we do to make a difference in someone’s—and our own—life. Thank you.

In 2011, AFW pilots flew 4,371 missions. Our clients benefitted from 860 of those missions provided by our wonderful partner, Alaska Airlines, which continues to support us year after year by donating miles and funds for commercial air tickets when private air transportation is impractical or not available. We have begun 2012 even stronger, and expect to easily surpass the impressive mission count of 2011.

The economy continues to challenge us, as it has most charitable organizations. Our Executive Director Alan Dias and the staff have found more ways to do more with fewer people and resources. Financially, we were able to hold our own with a little help from the AFW Foundation. Our thanks go out to all who supported us with their contributions, including those who, many years back, helped assure our future by establishing and donating to the Foundation.

As we look forward, we see many new and continuing challenges, and some wonderful opportunities to provide greater service to those in need. To fulfill the promises and to meet the trials of the years ahead, we ask that you consider making Angel Flight West or the AFW Foundation the recipient of your long-term planning with a legacy gift.

Sincerely,

Laura Long
Chairman, Board of Directors 2012

Hal Morley
Chairman, Board of Angel Flight West Foundation 2012
2011 HIGHLIGHTS

• Mission Operations arranged more than 6,800 flights for 637 requesters from 403 hospitals, clinics and agencies.

• Of these flights, 4,371 were completed, including 3,328 flights performed by our volunteer pilots. (The balance were canceled—some due to weather conditions, others for lack of a pilot—but most to accommodate our passengers’ schedules.)

• Our generous partner, Alaska Airlines, donated 860 tickets.

• 533 missions were flown to summer camps located in our 13 western regional states and 16 of these for Wounded Warriors.

• Angel Flight West was awarded a $70,000 in-kind service grant by the Taproot Foundation to update our Strategic and Sustainability Plans. As a result, we looked at AFW’s strengths, weaknesses, opportunities and threats and defined the activities we need to undertake to sustain and grow our operations.

• We strengthened AFIDS 2.0, our soon-to-be-released revised edition of the Angel Flight Information Database Service. AFIDS 2.0 will be shared free of charge with all other nonprofit aviation organizations to help increase access to medical care throughout the country. AFIDS 1.0 has been adopted by three other Angel Flights.

• We expanded our Adopt-a-Hospital outreach program, which raises awareness of the existence of AFW to providers. A volunteer adopts a hospital, clinic or agency in his/her community and visits case managers every three months. At present, volunteers have adopted 70 facilities in five Wings.

WE’VE JUST BEGUN

AFW wishes to recognize and express a special thanks to our members who are presently serving in our military forces.

No. CA Wing pilots Stanley and Joanne Dodge (L), who flew this mission’s first leg, passengers and soldiers Victor Pineda and Jason Watts, and So. CA Wing pilot Ernie Arboles (R), who flew the last leg. Both soldiers were injured during their tour of duty, and are pictured on their way to a military retreat for injured war veterans. Angel Flight West often flies for the Wounded Warrior Project, which hosts therapeutic and recreation programs for wounded veterans.
Pilot Paul Danis is the unsung hero in my saga. Quietly and with great humility, he gives generously of his time and resources to provide a way for treatment for others through Angel Flight West. I will never forget his great kindness to me and many others.

When I see Paul, ready to pick me up, my spirits are immediately lifted. Soon, we will be soaring above the earth, transforming an eight-hour drive into a two-hour flight. The viewpoint from 9,000 feet matches the feeling of the moment. What appears so massive on Earth has been reduced to a mere dot. Weekly travel for cancer treatment now appears in perspective as well, not the daunting undertaking that it seemed, thanks to the friendship of fellow sojourners and the pilot that guides us.

Thank you Angel Flight West, for making this all possible.

Sincerely,
Laurie B.

Sharing an Angel Flight West mission, passenger Laurie B., receiving chemotherapy for rectal cancer, and passenger Michael D., being treated for advanced prostate cancer, on a three-leg mission. Michael is on a limited income and Laurie is struggling to meet living expenses with two children, a single income household, and accumulating medical expenses.

We take in and we fly an average of 15 missions each day.

Between emails, phone calls and faxes, a mission for a new patient requires approximately 30 communications before the pilot and passenger can take off.
OUR PATRONS

Thank you to our patrons who generously help to support our mission and share our vision of reducing at least one barrier to healthcare and other essential services—the means to physically get to where quality of life, if not life itself, is improved and preserved.

($25,000 to $1,000,000)
Anonymous
Hasbro Children’s Fund
Elaine W. & Kevin P. Kauffman Family Foundation
Del E. Webb Foundation

($10,000 to $24,999)
Anonymous (2)
Richard Blacker Trust
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Richard Gadbois
Henry L. Guenther Foundation
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Vanguard Charitable Endowment Program

($5,000 to $9,999)
Aeromarketing Associates
Augusta Pines Charity
William Ayer
Ayer Family Foundation
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Discount Tire - America’s Tire
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Faith Family Princess Ball
Gray Farley
John Ferrell
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FTL Enterprises, Inc.
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Brant Hartsock
Inspecity
Jeppesen Sanderson, Inc.
Ralph LaTulip
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Medtronic - San Fernando Valley/West LA
San Manuel Band of Serrano Mission Indians
Luella Morey Murphey Foundation
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Mike Noggle
Northrop Grumman Corporation
Phillips Living Trust
Claudio Ponte
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James Slavik
Wallis Foundation
Steve Weiss
Wildhorse Foundation
Wine Road Vintners LLC

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ADP - San Dimas
The Allergan Foundation

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Bill and Doris Brackney Charitable Fund of the Ayco Charitable Foundation
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Lark Baskerville
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Centennial Airport Lions Club
Central Coast Claims Association
Mike Davis
Alan and Jennie Dias-Manders
Mark Donnelly
DC Drains
Roger Dunham
ECHO of Northrop Grumman
Ed Tech Federal Credit Union
Nicholas Esayian
I didn’t realize how much I would be getting out of these flights when I signed up. I have learned that I am very lucky to be one of the pilots and not one of the passengers. Life is short. Something as life changing as cancer or dealing with another family member’s medical crisis makes you realize just how lucky you are.

Simply giving a ride to someone is one of the most rewarding things that I do. The gratification I get from flying Angel Flight West passengers is better than the biggest check I have received from work! Yes, having a big paycheck allows me to do AFW missions, but flying these passengers gives me a really good feeling inside. I think helping others in need is one of the greatest deeds in life that you can do.

No expectations, no compensation, but lots of satisfaction!

Thanks AFW for this unique opportunity to help others.

– Paul Danis
WA Wing Pilot

Now, with health care reform underway, we anticipate that our services will be more in demand than ever.

Angel Flight West is unique because volunteers perform all our service delivery.

The pilot is the lifeblood of this organization, and significant effort is required to recruit each and every one.

For the majority of our volunteer pilots, their commitment to the organization strengthens with time.

As of 2011, 92% have been members for at least two years, more than half for at least five years, and nearly 40 have been flying AFW missions for over 20 years.

Historically, more than one-fourth of all volunteer pilots remain active for at least 10 years.

UT Wing pilot Chuck Ivester, four-year-old Madeline B. and her mother Nicole boarding their first Angel Flight West mission from Colorado Springs, CO to University of California San Francisco where Madeline will be undergoing a bone marrow biopsy for neuroblastoma. Nicole’s family of four is living on one income, which is rapidly depleting after the cost of traveling to San Francisco for recurring treatment.
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Charles Finkel
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Hugh Hunter Handsfield
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Carol Healey
Bob and Aubyn Howe Foundation
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Kevin Kauffman
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Leasing Corporation of America
Fred Leistiko
Lightspeed Aviation Inc.
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Si Redd & Tamara Redd Charitable Foundation
Rob Ross
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Stone & Webster Inc. Shaw Group
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Truist
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Leah Vriesman
Beverly Wertheimer
Westwood Village Rotary Club
Mark Wolper
Warren Wood
(Up to $999)
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Randy Abril
David Achiro
Carolyn Adams
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Aerojet
David Albin
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Kent Allebrand
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Donald Bauer
Bear Paw Pediatrics, PC
Gregg Beaty
Gary Beck
Steven Beck
Cameron Bell
Martin Bell
Mark Bellio
Ben Franklin Electric Club of Northern California
Marjorie Bender
Curtis Bergman
Eric Berman
Mandi Bey
Randle Biddle
Maria Bill
Brian and Janet Bird
Bison Engineering
Robert Blechschmidt
Susan Bloch
A strong Angel Flight West presence in a community builds the capacity of the health care providers and agencies that are our partners.

Physicians and social workers can make referrals without worrying about how their patients will get to their appointments, especially when arduous auto trips are not an option and commercial airfare isn’t in the budget.

Eight-year-old Skyers R. and his mother Ladette on their way to qualify for a service dog that will help Skyers with daily physical tasks that are difficult due to the limitations from spinal muscular atrophy. Ladette is a single mother who could not afford travel from Idaho to Northern California and back for this process.

Missions are not always just for medical reasons.

Skyers has spinal muscular atrophy, which has caused him to be wheelchair-bound. By receiving an Angel Flight West mission with Command Pilot Dale Brown (the author of many best sellers), he was able to undergo the final evaluation step in the approval process to receive a service dog. They flew a three-leg mission from ID to No. CA. Skyers was approved, and will now be able to receive the special service dog to vastly improve his quality of life. In the words of Skyers’ case manager:

It is all so exciting! A companion dog will change everything for Skyers and for his family as well; he will be more independent and will be able to rely on his trusty companion for more of his minute-by-minute needs, which frees his mom up a bit to spend more time with his little sister. It’s a life-changing miracle, for sure! I know you make a difference in the lives of many every day, but just wanted you to know how much you’ve changed things for a little boy in Caldwell, Idaho.

I just can’t thank you enough for your time, kindness and generosity.

Sincerely,
Lori Rorabaugh
Children’s Service Coordinator
Passengers and sisters Kiki, Lili and Nini (foreground) with pilot Warren Wood, past Chairman of the Angel Flight West Board, on their way to camp for burn survivors. In 2011, AFW flew approximately 533 missions to camps for kids with special needs where, for one magical week each year, they can just be kids.
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For every dollar raised, Angel Flight West provides four dollars worth of service because of its ability to leverage in-kind donations from pilots and commercial airlines.
WA Wing pilot Ian Marks (L) with passenger Michael B. and wife Nancy on their way home to Lewiston, ID from WA after Michael was flown for emergency treatment for gallbladder disease. Michael is on Medicare and has limited income.
Michael Sherman
Mark Sheron
Dennis Shogren
Benjamin Short
Darrel Shumard
Mary Ann Sickle
David Siegan
Sikand Foundation
Carla Silver
Erica Simmons
Rosanne Sinclair
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Laci and David Slack
James Slattery
James Snarski
David Scott Snyder
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South Dakota Electric Utilities Companies
Paul Speer
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Dennis Torres
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John Wells
Christopher Weng
Every effort was made to make this list of donors as accurate as possible; in-kind donations and membership fees are not included. Should there be any error, we apologize and ask that it be brought to our attention via info@angelflightwest.org.

Ending net assets at December 31, 2011 totaled $1,108,911, consisting of $857,830 in unrestricted net assets and $251,081 in temporarily restricted net assets.
“Even the most brilliant doctor cannot save a life if the patient isn’t there.”

- The mother whose son was a recipient of 120 Angel Flight West missions

Turning Point
The Angel Flight West Story

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To learn more about Angel Flight West and our flights in the 13 western states, visit www.angelflightwest.org

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