



ANNUAL REPORT

October 2010 - September 2011

Senior
NEIGHBORS



Twilight Shines 2011 at the Grand Rapids Art Museum

Mindy Larva Photography

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INTRODUCTION

LETTER FROM THE BOARD CHAIRMAN AND PRESIDENT

As Senior Neighbors anticipates celebrating 40 years of service in Kent County, we have been thinking a lot about what that means – for the seniors we serve every day and for those who so generously support our mission and our work. With the first baby boomers hitting 65 this year and an economy that continues to be challenged, the demand for Senior Neighbors services continues to grow.

The need can feel overwhelming at times, particularly when government funding for senior services continually recedes. Senior Neighbors has received \$200,000 less funding from government sources and Heart of West Michigan United Way than we received two years ago.

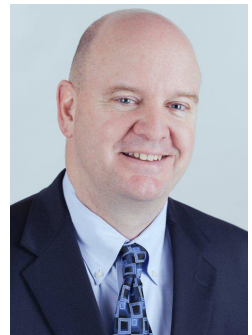
Serving the community for several decades also means that we successfully adapted and responded quickly and efficiently to changing needs. We have broadened our focus from operating senior centers to providing a host of urgently-needed programs and services that help seniors remain independent in their own homes as long as possible. We are changing individual lives and saving limited community funds in the process.

We are helping isolated seniors get back on their feet after a spouse passes on. We help weave a safety net of support that nurtures our community as it sustains our seniors. It is important work and we're proud of what we – together with our supporters – are doing.

Our mission of Enhancing Senior Lives remains our guiding light as we provide crucial services to seniors who are struggling. With your support, we are continuing to make a significant difference for at-risk seniors. Thank you for answering the call for help.



Jay Rosloniec
Chairman of the Board



Bob Barnes
President

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TWILIGHT SHINES 2011

HONORING CHUCK & STELLA ROYCE

Twilight Shines 2011 on November 8 at the Grand Rapids Art Museum was another huge success! Many thanks to Honorary Co-chairs Ralph W. Hauenstein and Peter M. Wege; Co-chairs Chip & Stacie Behler, Anita & LeRoy Carter, John & Marilyn Drake, William & Cecile Fehsenfeld, Jim & Cathy Holbrook, Win & Kyle Irwin, Donald & Kathleen Maine, John & Kate McGarry, Joe Tomaselli, Buzz & Norma VanKuiken, and Dick & Barbara Young; the event Committee, and sponsors. Together we raised nearly \$140,000 to support Senior Neighbors' mission of *Enhancing Senior Lives!*

Event Underwriters

Amway Grand Plaza
Bird Design
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Grand Rapids Art Museum
The Grand Rapids Press
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St. Cecilia Music Center

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Senior Neighbors Board of
Directors
Walker Fire Station
West Michigan Whitecaps

PROGAMS & SERVICES

MAKING AN IMPACT

Total seniors served: 3,966

New seniors served: 1,504

49,294

Transportation/rides were provided to 1,042 seniors. City bus and Go!Bus tickets are distributed to seniors in The Rapid area. Our Lowell and Sparta centers are located in areas where affordable public transportation is not available. Our buses/vans transport seniors to/from the center for meals and to essential errands such as doctor visits, the grocery store, and pharmacy. A modest donation is requested for service.

43,021

Nutritionally balanced meals were served at our five Senior Neighbors Centers. We served 6% more meals in our centers this year. Seniors we serve are recognizing that our lunches help them spread their fixed incomes further and they can make new friends, participate in enjoyable programs, and stay healthy and active.

6,441

Hours of Outreach and Assistance provided to 1,759 seniors. Case managers assist seniors who need support during times of stress, uncertainty and crisis. Case managers work 1:1 with seniors to develop a plan that suits each person's individual needs. Case managers carefully identify solutions and refer to needed resources in the community if required.

PROGAMS & SERVICES

MAKING AN IMPACT

2,244

Hours of Home Maintenance Assistance to 278 seniors. Our Home Maintenance Team helps seniors with minor home repairs and maintenance including safety related repairs and replacing smoke detectors.

727

Seniors received Medicare/Medicaid counseling. Our Medicare/Medicaid Team offers expert guidance on the best Medicare D program for each senior's needs and also helps with Medicare/Medicaid applications and troubleshooting.

389

Seniors received health promotion activities maximizing each individual's body, mind, and spirit. Popular opportunities include EnhanceFitness classes, Matter of Balance, and Arthritis Foundation exercise classes.

72

Seniors received emergency assistance funds, including short-term support to prevent homelessness and other critical challenges.

Retired and Senior Volunteer Program (RSVP)

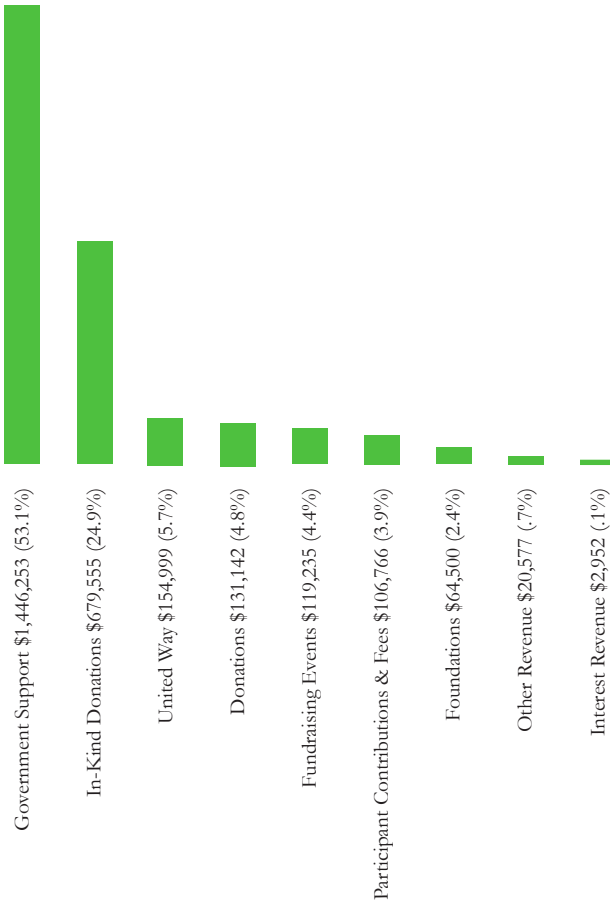
198 local agencies were served by 970 local volunteers who donated time, talent, and 197,662 hours of service to the community.

UNAUDITED FINANCIAL STATEMENT

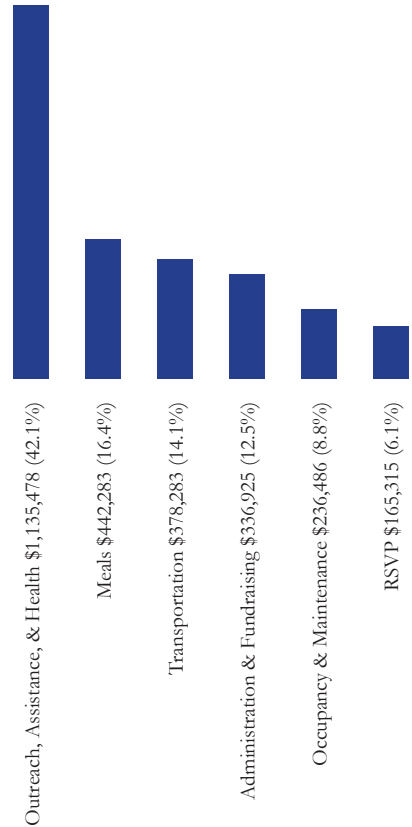
REVENUE & EXPENSES

OCTOBER 1, 2010 TO SEPTEMBER 30, 2011

REVENUE \$2,725,979



EXPENSES \$2,694,770



Restricted Revenue: Lowell Building Fund

Interest Paid	\$ 1,143
Gifts Received	2,800
	<u>\$ 3,943</u>

FY 2011 Surplus \$27,266

SENIOR NEIGHBORS CONTRIBUTORS

We wish to thank the following individuals, organizations, and businesses for their support. The list includes contributions and pledges received between October 1, 2010 and September 30, 2011. Any names that were regrettably omitted, please accept our apologies and contact us with corrections for future publications.

\$25,000 or More

Area Agency on Aging Western Michigan (AAAWM)
Corporation for National & Community Service
Federal Transit Administration
City of Grandville
Heart of West Michigan United Way
Interurban Transit Partnership
Kent County
Senior Meals Program, Inc.
State of Michigan
Wege Foundation

\$10,000 to \$24,999

Art Van Furniture
Calvary Church
Grand Rapids Community Foundation
Sebastian Foundation
David & Carol Van Andel Foundation
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\$1,000 to \$9,999

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Porter Hills Retirement Communities & Services
Quality Air Heating & Cooling
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The Secchia Family
Smith Haughey Rice & Roegge
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- Board of Directors
- Leadership Council
- Legacy Society

\$1,000 to \$9,999

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- Board of Directors
- Leadership Council
- Legacy Society



As the Retired & Senior Volunteer Program enters its 38th year of service to the community, the message of senior power and passion is stronger than ever before. RSVP invites anyone 55 or older to find new value and purpose by volunteering. It's painless and it's free! Call 459-9509.

*Thank you,
Ginni Blanchard, RSVP Director*

Outback Steakhouse, 28th St.
Outback Steakhouse, Alpine
Papa Vino's Italian Kitchen
Red Robin
Romano's Macaroni Grille
Russ' Restaurant
Sam's Club
Ernie Sandona
Mike Sinkgraven
Spartan Stores
Spectrum Health
Spinnaker Restaurant
Jerry Swanson
Mike Tamm
Target, 54th
Target, Alpine
Target, Jenison
Texas Roadhouse
The Cottage Bar/One Trick Pony
Marilyn Titche
Tommy Brann's
Walmart, 28th SE
Walmart, Grandville
West Michigan Whitecaps
Clark Weymouth
Lorna Zemaitis

RSVP Donations

Airway Oxygen
Applebee's Grill & Bar, 28th SE
Applebee's Grill & Bar, Alpine
Barnes & Noble Bookstore
Bennigan's
Darlene Beyer
Big Boy Restaurant, Pearl SW
Ginni Blanchard
Bob Evans
Bonefish Grill
Bos Greenhouse
Brann's Steakhouse
Carraba's Italian Grill
Brian & Carol Chisholm
Bob Cole
Cookies by Design
Costco, 28th SE
Culver's
D & W Breton Village
Denny's Restaurant
Mick Dwarshuis
Elders' Helpers
Mike Faber
Family Video

Jennifer Feuerstein
Flowerland
Forest Hills Foods
Gordon Food Service
Gracewil Country Club
Grand Rapids Griffins
Grand Rapids Police Dept.
Grand Rapids Public Museum
Fran Grant
Barbara Hohman
Home Instead Senior Care
Nikki Hoort
Kay Pharmacy
Kent Community Hospital
Koetsier Greenhouses
Koeze's
Landing Restaurant
Anya Lanford
Marge's Donut Den
Meijer, Wilson
Metropolitan Hospital
Mr. Burger
Bob Mueller
Marilyn Munro
On the Border

The donors list includes contributions and pledges received between October 1, 2010 and September 30, 2011. Any names that were regretfully omitted, please accept our apologies and call us with corrections for future publications.

SENIOR NEIGHBORS LOCATIONS

Serving Seniors Throughout Kent County

CENTRAL OFFICE

820 Monroe NW - Suite 460
Grand Rapids, MI 49503
P - 616-459-6019
F - 616-459-6953

GRAND RAPIDS SENIOR CENTER

333 Division Ave. S - Suite 100
Grand Rapids, MI 49503
P - 616-459-3040

GRANDVILLE SENIOR CENTER

3380 Division Ave.
Grandville, MI 49418
P - 616-531-5250

LOWELL SENIOR CENTER

314 South Hudson
Lowell, MI 49331
P - 616-897-5949

SPARTA SENIOR CENTER

Harvest Way, 100 Ida Red
Sparta, MI 49345
P - 616-897-1273

WALKER FIREHOUSE CAFE'

4101 Lake Michigan Drive
Walker, MI 49534
P - 616-735-3240

RETIRED & SENIOR VOLUNTEER PROGRAM (RSVP)

516 Cherry SE - Suite 1
Grand Rapids, MI 49503
P - 616-459-9509



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The Source for Seniors

Kent County Senior Millage



Heart of West Michigan United Way