A Message from the Chair of the Board of Directors

At SeniorsPlus, the fiscal year runs from July 1 – June 30. Therefore, the reporting in this annual report ends June 30, 2020, when we were only a few months into the pandemic. Leaving out the rest of 2020 feels a bit like falling asleep thirty minutes into a movie and then having to give a review of it.

So while the statistics presented in this report are limited to fiscal year 2020, much of the conversation will cover the overall impact this momentous year had on our community and SeniorsPlus.

Client isolation is a constant worry at SeniorPlus and the pandemic brought that concern to new heights. At the invitation of the US Senate Special Committee on Aging, on June 11 via Zoom, Betsy Sawyer-Manter, President and CEO of SeniorsPlus, testified on isolation, describing how SeniorsPlus had worked to mitigate the effects of social isolation during COVID-19.

SeniorsPlus offers concrete, unbiased advice and services while being a reassuring presence for so many members of our community, especially as they confront the challenges posed by the pandemic.

We are grateful for the support of our dedicated staff as well as our donors, volunteers, businesses, and grantors; people like you who ensured the financial stability of SeniorsPlus and the health of our community during this difficult year.

We hope you will continue to support SeniorsPlus in any way you can. Stay well!

Patricia Vampatella
A Message from the President and CEO

The doors at 8 Falcon Road closed in March 2020, but the work of SeniorsPlus continued, unseen but steady. Our clients depended on us and we went into overdrive to ensure their needs were met.

Challenges are funny things. You can retreat, or you can embrace them. The work of SeniorsPlus is often lifesaving. From Meals on Wheels, to care coordination, to benefits enrollment, to just answering calls, we are there for our community. We have to be. Pandemic or no pandemic.

Faced with an all-new and expanded homebound population, Meals on Wheels (MOW) almost doubled its meal production while also offering delivery of shelf-stable food and pet food. Following CDC guidelines, drop-and-go delivery, followed by a friendly check-in by phone, was employed.

Educational programming went virtual as we educated generations about Zoom, sometimes providing the necessary iPads and other technology. Medicare counseling, benefits enrollment, and care coordination were also handled remotely.

Meanwhile, new programs were introduced. Our Friendly Caller program, to check in on clients weekly to reassure them they were not alone, was created. After receiving a three-year Dementia Capable Maine (DCM) Administration for Community Living Demonstration Grant, we launched innovative dementia-support services and programs.

We continue to follow the CDC guidelines. But we do miss seeing our clients in person and are hopeful that the coming year will afford the return to safe, in-person interaction.

Thank you for your support of SeniorsPlus.

Betsy Sawyer-Manter

A member of our Meals on Wheels team packing dinners. During April 2020, SeniorsPlus produced 1,800 frozen meals per day as compared with 800 in April 2019.
Statements of Financial Position
July 1, 2019 – June 30, 2020

Statistics
We served 14,000 individuals and fielded 195,000 phone inquiries.

10,898 clients received information and assistance from staff in Community Services.

562 participants attended educational sessions.

162,303 meals were provided to 1,691 clients.

238 caregivers received support.

1,425 people received Medicare enrollment advice and 4,135 people received advice on benefits that may help them remain at home.

Medicare counselors helped save 234 clients a minimum of $781,179 through Medicare Savings Programs.

187 volunteers served 20,334 hours, with a wage value of $457,519.

SeniorsPlus had a total of 122 full- and part-time employees.

346 employers and 617 employees were served by SPLLC.

617 clients in Androscoggin, Oxford, and Franklin counties and an additional 4,445 clients statewide received Care Coordination services.

96% of clients reported that they were able to remain at home longer due to care coordination.

212 Environmental Modifications, 58 Nursing Facility Respite stays, 56 Assistive Technology devices, and more than 800 Emergency Response Systems were coordinated by Atypical Services.

The SeniorsPlus administrative rate, excluding Direct Service dollars, is 14.0 cents to the dollar.
When including Direct Service dollars, the administrative rate is 4.1 cents to the dollar.

Expenses by Department

Social Services 1,048,281 4.2%
Nutrition 1,132,710 4.5%
EIM Care Coordination 14,149,508 56.4%
Atypical Services 1,227,267 4.9%
SPLLC/Financial Mgt. Svcs. 7,269,801 29.0%
Development 155,859 0.6%
Other Departments 94,838 0.4%
Other 94,838 0.4%

Expenses by Category

Salaries & Benefits 6,356,600 25.3%
Occupancy 554,440 2.2%
Phone/Tech 391,001 1.6%
Direct Services 17,103,416 68.2%
Other 672,807 2.7%

Revenue

Federal 2,855,028 11.2%
State 10,365,756 40.7%
MaineCare 10,928,133 43.0%
Municipal/United Way 83,900 0.3%
Private Grants 191,206 0.8%
Contributions 243,270 1.0%
Program Fees 670,630 2.6%
Other 101,904 0.4%
25,441,847 100.0%
Service Descriptions

Community Services: supports independent living and healthy aging. A one-stop place to get questions answered and connections made to supports for living in the community, including the following:

- Information and assistance
- Medicare and Options Counseling
- Money Minders
- Caregiver support and education
- Veterans Independence Program
- Community education
- Healthy Living for ME
- Dementia Capable ME

Nutrition Services: provides home-cooked, nutritious meals to older people and adults with disabilities through:

- Meals on Wheels
- Meals to Recovery
- Pets on Wheels
- Social Dining and Around Town Café restaurant voucher program

Volunteers: help us to provide our services. Volunteer opportunities include:

- Medicare counseling
- Money Minders
- Office assistance
- Meals on Wheels packaging and delivery
- Kitchen assistance
- Social Dining site coordination

SPLLC: provides Fiscal Intermediary services to employers across the state of Maine who choose to self-direct their personal care.

Atypical Services (previously WSP): coordinates Nursing Facility Respite Services, Assistive Technology, Emergency Response Systems, and Environmental Modifications, and also maintains provider networks for each service.

“I am 88 years old. I have received very helpful information from SeniorsPlus. I have also borrowed equipment from you after hip surgery. I think you are wonderful!”

Care Coordination (previously EIM): provides care coordination to connect people throughout Maine with home care services through three long-term services and supports programs: Home Based Care, Private Duty Nursing, and Home and Community Benefits. Each program is designed to offer the client the choice of self-directing their care or having their services provided to them through a network of providers.

For more information on the above services or volunteer opportunities, please visit www.seniorsplus.org or call us at 1-800-427-1241.
What are our clients saying about us?

**Nutrition/Meals on Wheels**
“Thank you so much for your help and support. The Meals on Wheels is a great help. Getting older isn’t easy but you made a difference.”

“The meals are delicious and well balanced. The drivers are so personable.”

“As caretaker for my wife, Meals on Wheels has made my work day manageable.”

**Caregivers**
“I now have the help to do errands in town in a timely manner. I also have Anne who comes and socializes with me. Prior, I had no one. It was very lonely.”

**Medicare**
“The gentleman who helped me provided valuable information that greatly assisted me in making my insurance choices. He answered my questions and explained everything very clearly.”

“Our questions were all answered and the lady helped us to save money on our drug plan.”

**Education Center**
“I really appreciate the Zoom classes as it allows me to take part without leaving my husband home alone.”

**Care Coordination**
“This program has made all the difference between a lonely life in a nursing home and a happy, comfortable life at home with my family. We are so very grateful.”

“I thank God for this agency. I really like all of the coordinators that have called me. They even know my cat’s name and he only has three legs. Thank you all.”

“Very dependable and quick to respond, returning calls and helpful in finding services.”
Community Services
“The people at SeniorsPlus are the nicest and it’s the best organization I’ve ever dealt with. My questions and needs are always answered. Thank you.”

“You are a calming influence which is very helpful for me. My mind has been boggled with all of the complicated financial details. Thank you very much for your time. I am so grateful!”

“I will be using the resources you gave me to discuss with my parents who live in Lewiston. And this is great information for myself and my husband as we will be retiring in a few years.”

SPLLC
“Your great work has helped make things easier. Thank you!”

“SPLLC has been a godsend for my wife and me. Thank you!”

Atypical Services (Assistive Technology, Respite, & Home Modifications)
“As a paraplegic, Atypical Services came in handy because I was falling a lot and they responded immediately. Now I am able to have a better quality of life knowing they are there for me.”

“This program has helped me out very much so. I wouldn’t have known what to do. A very good program.”

“I’ve been so eager to be able to get out of the house with my custom-made wheelchair that can recline as I have difficulty being in an upright position for long. The ramp is an answer to prayer, especially for those times when I must wait for my ambulance. Thank you for making that possible.”
Donors July 1, 2018 – June 30, 2020
SeniorsPlus is grateful for the generosity of our donors.
Thank you for investing in our community and supporting our neighbors.
“My Meals on Wheels delivery people break up my day and they’re always smiling.”
“Your work is so vital to our community and it is very much appreciated!”
In memory of Catherine Mower
Peggy A. Mower

In memory of
Roger and Anita Ouellette
Richard and Jacqueline Strong

In memory of
Raymond J. Palman
Sue Sproul and Dennis Lavoie

In memory of
Leo and Mary Pelletier
Jeannette Pelletier

In memory of
Harold and Mary Perham
Martha Bryant

In memory of
Mildred P. Peterson
Claire Collins

In memory of Doris Poulin
Leo and Maureen Houle

In memory of Lynn Reilley
Philip G. Blampied

In honor of
Rev. Ray and Kay Richard
Donald and Irene LaBranche
Joline Richard

In memory of Anne J. Schramm
Charles Schramm

In memory of Shiloh
Jean Roy

In memory of Albertine Smith
Claris Ranger and Roberta Ranger

In memory of Clifton Smith
Wanda Smith

In honor of Alta Waterhouse
Linda K. Lawton

In memory of
Donella White Smith
Sally Bryant
David and Sheila Richardson
Elaine Trufant

In memory of Gerri Widell
Irene Coady

In-Kind Donations
Max C. Ashburn
Edna Beaudet
Carmen Beaulieu
Clifford Benjamin
Bennett Landscaping & Design
Rita Berry
Anne Berry
Bennett Radio Group
Berube’s Complete Auto Care
Doris Bourque
Carol Brocker
Martha and Robert Bryant
Cabot Cheese
Rosemary Campbell and Meg Plummer
Casella Waste Systems
Sarah Cecil
Frank and Jeanine Chapman
John and Lynne Chick
Jennifer Clark
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Gary Coston
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Belissa Green
Diane Greene
Debra Gunn
Toby Haber
Laura Harris
Laurie Henderson
Shirley S. Heutz
Auburn Garden Inn
Auburn RiverWatch
The Irregular
The Italian Bakery
Cynthia and Peter Jokinen
Tamiya Joseph
Barbara Joyce
Larry Kettner
Nina Kidwell
Ruth Knippa
Paul Lajoie
Linda Landry
Jerryanne LaPerriere
Dot Lausier
Steve Letourneau
Loaves and Fishes
Hidden Treasures
Mark Lombardi
Maine Gourmet Chocolates
Josette Malacaria
Barbara McGuire
Zamzam Mohamud
Leo Moreau
Sandie Morin
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Stacia Turner
Turner Publishing
Claire T. Vaillancourt
Paul and Francoise Vallee
Ann Weaver
Debbie Webb
Maureen White
Holly Zielinski
Mandy Zielinski

Nonprofit and Business Volunteers
Auburn-Lewiston Rotary Club
Auburn-Lewiston Rotary Club Breakfast Club
Community Concepts
Community Federal Credit Union
Creative Work Systems
Dirigo Federal Credit Union
FedCap Rehabilitation Services
Gallant Therapy Services
Hope Association
John F. Murphy Home Navigators
John F Murphy Homes
John F. Murphy Life Center
Life Care Center of Lewiston
Living Innovations
Maine Community Bank
Northeast Bank
Opportunity Enterprises
Pathways of Maine
Pathways Twarog
Personal Onsite Development
Proctor & Gamble Tambrands
Progress Center
Social Learning Center
TD Bank
Whittier House
Work First, Inc
Work Opportunities Unlimited

Thank you!
We have made every effort to compile a complete and accurate listing of donors who gave during Fiscal Years 2019 and 2020. Apologies if any errors or omissions were made. Please contact the Marketing and Development Office at SeniorsPlus to alert us to any such errors.

1-800-427-1241 www.seniorsplus.org
The mission of SeniorsPlus is to enrich the lives of older people and adults with disabilities, their families and communities, and to support them to make informed choices.

While the digital world opened new doors, we are hopeful that in-person classes and other events of ours will soon return!