

# Seniors Plus

Annual Report 2019-2020



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*Dementia Capable Project Manager*

## 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 A. Vampatella*  
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.

A handwritten signature in black ink that reads "Betsy Sawyer-Manter". The signature is fluid and cursive.

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.

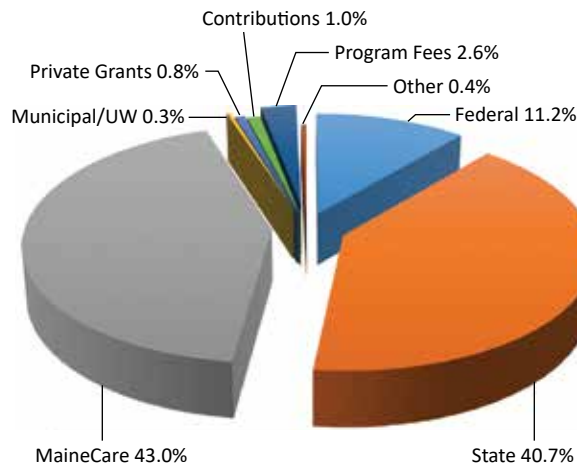


# Statements of Financial Position

## July 1, 2019 – June 30, 2020

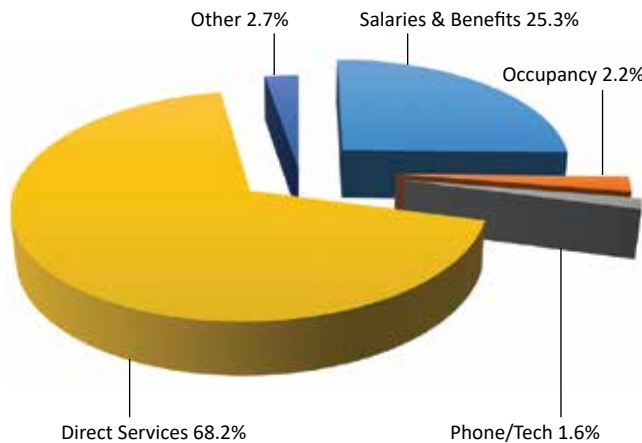
### Revenue

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%



### Expenses by Category

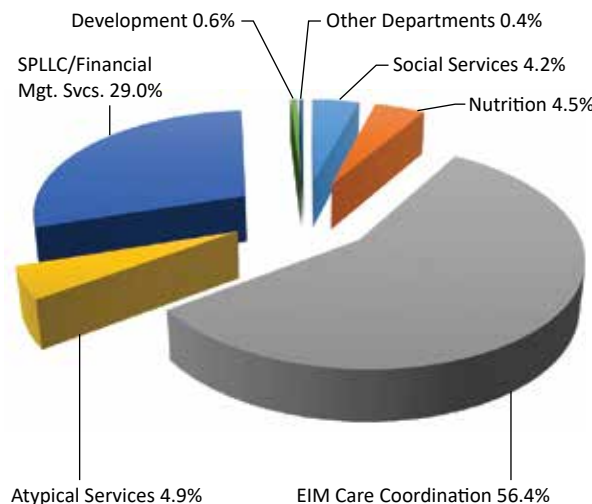
Salaries & Benefits	6,356,600	25.3%
Occupancy	554,440	2.2%
Phone/Tech	391,001	1.6%
Direct Services	17,103,416	68.2%
Other	672,807	2.7%
	25,078,264	100.0%



*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%
	25,078,264	100.0%



### 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.

# 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](http://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.

Anonymous	Keith Michael Bickford	Kristen Cloutier	Eleanor Edwards
AARP Maine	Linda and David Bilodeau	Central Maine Medical Center	Elder Law Office
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Velma and Bill Adams	Beth D. Birch	Katey Coffin	Crystal and Stanton Ellis
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Jean Saunders

*"My Meals on Wheels  
delivery people break up my day  
and they're always smiling."*



# Donors July 1, 2018 – June 30, 2020 (cont.)

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Winter's Health and Fitness  
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of Lewiston  
Jean and Harlan Wyman  
Chaitanya E. York  
Holly Zielinski

## Memorial and Honor Gifts

*In memory of Ann Anctil*  
Pauline Couture

*In memory of Philip Anderson*  
Sheldon Anderson

*In memory of Margaret Barton*  
Jane A. Wardwell

*In memory of Marilyn Bates*  
DFD Russell Medical Centers

*In memory of  
Andra Beauchesne*  
Jane A. Wardwell

*In memory of Betty Benner*  
Pam Pollock

*In honor of Robert Bois*  
Sandra Bois

*In memory of  
Normand Oscar Boulay, Sr.*  
Thomas Delcourt

*In memory of Madeleine G. Cote*  
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Lisa and Ronald Galarneau  
Diane McIntire  
Suzanne Murch

*In memory of Athanase Couture*  
Robert and Gail Tourtelotte

*In memory of Muriel Dionne*  
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*In memory of Normand Dumont*  
Linda and David Bilodeau  
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*In memory of  
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and Paul Kiefer

*In honor of  
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Cara Kimball

*In memory of Ron Greenleaf*  
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*In memory of Arthur E. Hertell*  
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Margaret Gingolaski  
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Patricia S. Hall  
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*In memory of Sue Miller*  
Adriann Tucker

*In memory of Frank Mitchell*  
Claudia Doodick

*"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

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***In memory of Albertine Smith***  
Claris Ranger  
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Donella White Smith***  
Sally Bryant  
David and Sheila Richardson  
Elaine Trufant

***In memory of Gerri Widell***  
Irene Coady

*“The lady that helped me  
was exceptional. She  
answered all my concerns in a  
polite, knowledgeable way.  
She took lots of time with me.  
I felt like she really cared.”*

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***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



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# SeniorsPlus

8 Falcon Road  
Lewiston, ME 04240

## Annual Report 2019-2020



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

*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.*



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