A Message from the Chair of the Board of Directors

A well-run nonprofit business is not that different from a well-run, for-profit business. There’s a mission and a strategic plan. Before launching a new program, we review what we offer and determine the programs/products that don’t work or are fiscally unsustainable and determine if we want to stop or keep subsidizing. We look to the long-term investment value when considering possibilities that, at first glance, may seem costly.

Purchasing 8 Falcon Road ten years ago was one such long-term investment. We did our calculations and knew that by 2023, which seemed a long way off at the time, the purchase would pay off with annual savings of around $50,000. Ownership also allowed us to make changes to the building to create a healthier space for the post-pandemic world. Two years ago we bought the adjoining property to allow for expansion when we are ready.

Meanwhile, real estate today comes in a variety of forms. Our satellite offices in Norway and Wilton afford easy access for clients in those counties, while our hybrid offerings allow clients to choose between online and in-person learning. Location these days is fluid.

SeniorsPlus continues to run a tight ship as we ride another year strong and in the black. This past year saw the celebration of our 50th anniversary, and we expect many more anniversaries to come.

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

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

Robert Kirchherr
A Message from the President and CEO

Last year we celebrated our 50th anniversary. We acknowledged this landmark by creating a video and booklet designed to honor our past, our current work, and our future.

It’s been rewarding to look back on the growth of the organization and the impact our work has had over the years.

One thing that struck many of us was seeing familiar faces in old photos. SeniorsPlus staff tend to stick around. Many of our employees have worked here for decades, as have many of our volunteers. This situation is fortunate, because since COVID, it has been increasingly hard to find new volunteers and new hires to fill positions when they open. We know we are not alone and we encourage anyone reading this report to consider joining our ranks either as a volunteer or employee.

SeniorsPlus cannot afford to ever stand still. In 2021, we unveiled a new strategic five-year plan, which looks to the future and how we may continue to reach and assist our diverse and ever-changing community. We examine the plan frequently and tweak it to fit our ever-evolving environment.

Our classes are again in full swing, and this past year we introduced a slate of innovative programs designed to engage and assist people with Alzheimer’s disease and their loved ones. We enjoyed the return of the in-person Fill the Plate Breakfast to benefit Meals on Wheels this past March, and look forward to again seeing you all in person in September at the 2023 Aging Well Living Well Expo after a three-year hiatus.

Thank you for your support of SeniorsPlus.

Betsy Sawyer-Manter

Over the past few years, as we emerged from the pandemic, our programs and events have returned in force. Shown here, the crowd at the 2023 Fill the Plate Breakfast with keynote speaker Kim Block.
Statements of Financial Position
July 1, 2021 – June 30, 2022

Major Achievements
We served 8,171 individuals and fielded 170,575 phone inquiries.

6,971 clients received information and assistance from staff in Community Services.

294 participants attended educational sessions.

134,913 meals were provided to 1,210 clients.

202 caregivers received support.

962 people received Medicare enrollment advice and 6,009 people received advice on benefits that may help them remain at home.

Medicare counselors helped save 135 clients a minimum of $888,385 through Medicare Savings Programs.

61 volunteers served 7,518 hours, with a wage value of $217,196.

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

When including Direct Service dollars, the administrative rate is 5.0 cents to the dollar.

Expenses by Department

Social Services 567,963 2.1%
Nutrition 1,588,530 5.8%
Other Community Svcs. Progs. 570,843 2.1%
Care Coordination/HBC 12,837,672 47.0%
Specialized Services 1,731,138 6.3%
SPLL/Financial Mgt. Svcs. 9,357,169 34.2%
Development 164,160 0.6%
Other Departments 507,939 1.9%
27,325,414 100.0%

Expenses by Category

Salaries & Benefits 6,223,081 22.8%
Occupancy 251,341 0.9%
Phone/Technology 453,600 1.7%
Office 234,225 0.9%
Travel & Consulting 140,089 0.5%
Direct Services 18,403,014 67.3%
Other 312,427 1.1%
Admin/Indirect 1,307,637 4.8%
27,325,414 100.0%

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Service Descriptions

Community Services: supports independent living and healthy aging. A one-stop place to get questions answered and make connections through the following programs:

- Information and assistance
- Friendly Caller
- Medicare and Options Counseling
- Money Minders
- Caregiver support and education
- Veterans Independence Program
- Dementia Capable Maine
- Community education

Nutrition Services: provides home-cooked, nutritious meals to older adults 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.

Specialized Services: coordinates Nursing Facility Respite Services, Assistive Technology, Emergency Response Systems, and Environmental Modifications, and also maintains provider networks for each service.

SeniorsPlus Care Coordination: 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.

“Speaking with someone face-to-face is much more effective than over the phone. You were able to show me and write information on the actual forms so I better understood exactly the information I needed from my dad.”
What are our clients saying about us?

Caregivers
“The respite program and the encouragement I have received as a caregiver have been incredible. Sometimes, being a caregiver, you don’t realize what you’re capable of doing until it happens. There are many downsides to my husband’s deterioration. Times when I go out back and cry as a release. Respite has allowed me to keep my husband in our home safely, and for as long as possible”

“The respite program has been very helpful as well as the caregiver support group. It makes me feel like I am not alone and the support from others feels good.”

Education Center
“The strength and balance class is like a vitamin. Great for physical and mental wellbeing.”

“Instructors are very engaging and help make their classes fun to attend.”

Medicare
“Medicare is a maze to almost everyone I’ve spoken to. We needed assistance and received it from your volunteer. Thank you very much!”

“When my husband started Medicare, we contacted SeniorsPlus. When it was my turn, it was an easy decision to contact you again.”

SPLLCC Fiscal Intermediary
“We have been with this agency for a long time. Very responsive whenever I have called. No problems whatsoever.”

“Our fiscal intermediary has been especially helpful, kind, responsive, knowledgeable, and understanding. She has made what would otherwise be a confusing and stressful process simple and non-intimidating. She encourages questions and answers them all completely and respectfully.”
Community Services
“I have always had to do things on my own over the years. I am learning that it is okay to ask for help when needed. Thank you.”

“I was impressed by the help I received. I sing your praises to everyone. You are a wonderful organization.”

Nutrition/Meals on Wheels
“I enjoy the meals. They provide me with just enough to get by. I do prepare some meals when I can stand on my feet and my back isn’t painful. Thank you for helping me.”

“I really think my delivery person is the greatest. Helpful and a joy to see each week. Smiles a lot. Nice to see this.”

Care Coordination
“Care Coordination is a wonderful service that allows me to stay at home, where I want and need to be.”

“My Care Coordinator is helping me to get transportation to my doctors and she keeps me informed about what’s happening with that. My caregiver is wonderful, she keeps me going through the day.

Specialized Services (Assistive Technology, Respite, & Home Modifications)
“Between the installation of the walk-in shower and the quality of the workers, my father is extremely pleased. Thank you so much.”

“I had a very helpful individual who kept on top of both the contractor and with me about the process. The contractor was fantastic and made sure the assistive technology was placed in the best location for me.”
Donors July 1, 2020 – June 30, 2022
SeniorsPlus is grateful for the generosity of our donors.
Thank you for investing in our community and supporting our neighbors.

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“Thank you for all the help you provide.”

1-800-427-1241 www.seniorsplus.org
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Healey & Associates
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Cindy Andrus

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Sandra Bois

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“SPLLC has been nothing but helpful. They have always responded and quickly.”

1-800-427-1241 www.seniorsplus.org
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In memory of John B. Muir
   Nancy Muir

In memory of Marie P. Neveux
   Monique C. Nadeau

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   Nancy Gordon

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   Amy Corcoran

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   Brenda Theriault

“Great job all the way around. The Meals on Wheels delivery is the highlight of my week!”

Thank you!
We have made every effort to compile a complete and accurate listing of donors who gave during both fiscal years 2021 and 2022. Apologies if any errors or omissions were made. Please contact the Marketing and Development Office at SeniorsPlus to alert us to any such errors.

Register today!
Aging Well Living Well Expo returns
Friday, September 29
Sunday River, Newry

$35 admission includes breakfast, lunch, entertainment, exhibitors, and choice of workshops.
Visit seniorsplus.org/awlw for the latest information.

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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.