

# Seniors Plus

Community Report 2021-2022



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## 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!

A handwritten signature in black ink that reads "Robert Kirchherr". The signature is written in a cursive style.

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.

A handwritten signature in black ink that reads "Betsy Sawyer-Manter".

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.

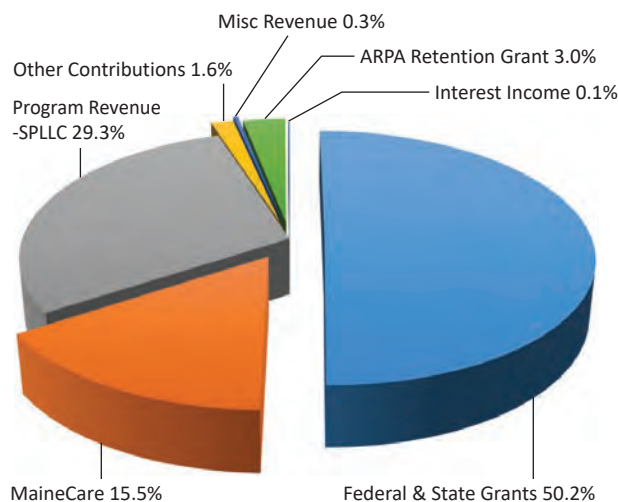


# Statements of Financial Position

## July 1, 2021 – June 30, 2022

### Revenue

Federal & State Grants	14,161,482	50.2%
MaineCare	4,373,822	15.5%
Program Revenue-SPLLC	8,255,037	29.3%
Other Contributions	444,204	1.6%
Misc Revenue	90,606	0.3%
ARPA Retention Grant	836,630	3.0%
Interest Income	27,084	0.1%
	28,188,865	100.0%



### 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.

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

878 clients in Androscoggin, Oxford, and Franklin counties and an additional 4,774 clients statewide received SeniorsPlus Care Coordination services.

92% of clients reported that they were able to remain at home longer due to SeniorsPlus Care Coordination.

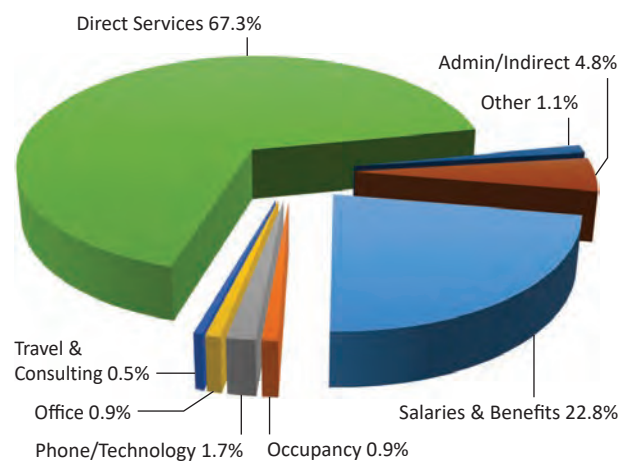
232 Environmental Modifications, 8 Nursing Facility Respite stays, 250 Assistive Technology devices, and more than 950 Emergency Response Systems were coordinated by Specialized Services.

319 employers and 610 employees were served by SPLLC.

*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.*

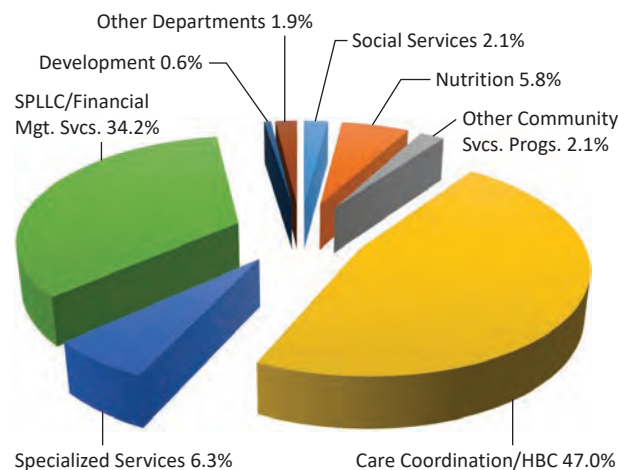
### Expenses by Category

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%



### 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%
SPLLC/Financial Mgt. Svcs.	9,357,169	34.2%
Development	164,160	0.6%
Other Departments	507,939	1.9%
	27,325,414	100.0%



# 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.

*“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.”*

**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](http://www.seniorsplus.org) or call us at 1-800-427-1241.

# 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.”

## SPLLC 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.”



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Ruth Linehan

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#### *Marchessault*

Priscille and Gene Bloxom

### *In memory of James L. Mason*

Gail Laurence and Paul Smith

### *In memory of Ed McClure*

Josee Boisvert and Denis Daniel  
 Margaret A. Gingolaski  
 Steven and Denise Gingolaski  
 Patricia S. Hall  
 Therese Maillet

### *In honor of Florence McGraw*

Deborah Eugley

### *In memory of Paul Mercier*

Helena Mercier

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



*In memory of Catherine Mower*  
Peggy A. Mower

*In memory of John B. Muir*  
Nancy Muir

*In honor of Marie P. Neveux*  
Monique C. Nadeau

*In memory of Charles and  
Bertha Normand*  
Nancy Gordon

*In memory of Charles Normand*  
Donna Stephen

*In memory of John Nutile, Jr.*  
Genevieve Nutile

*In memory of Connie Ouellette*  
Leo and Gisele Ouellette

*In memory of Rene Ouellette*  
Cheryl Botts  
Susan Lajoie  
Robert and Joan Moreau  
Maureen O'Brien and  
Brion Gallagher  
Susan Tuttle

*In memory of Roger Ouellette*  
Richard and Jacqueline Strong

*In honor of Jeff Pepin*  
Diane and Paul Martin

*In honor of Joseph and  
Loretta Perry*  
Tammy Perry-Kramarz

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

*In memory of Patricia C. Piper*  
Stephanie Parker

*In memory of Ann Pontbriand*  
Jeanine Labbe

*In memory of Doris Poulin*  
Leo and Maureen Houle

*In memory of Gerald Poussard*  
Jeannine Tardif

*In memory of Ardene Proctor*  
Donald and Cynthia Proctor

*In memory of Annie Richard*  
Turner Publishing

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

*In memory of Edward Roy*  
Ann Roy

*In memory of Anne J. Schramm*  
Charles Schramm

*In memory of Bertrand Seguin*  
Joanne Seguin

*In honor of Deirdre Shurtleff*  
Muriel and W. Dawson Shurtleff

*In honor of  
Jim and Linda Smedley*  
Carolyn Hricko

*In honor of Linda Smith*  
Alison Green

*In memory of Adeline M. Soucy*  
Kevin and Linda Soucy

*In memory of Patricia Soucy*  
Roland Soucy

*In memory of Debra Starbird*  
Shannon and Donald D'Auteuil

*In honor of Connie Taker*  
Amy Corcoran

*In honor of Linden R. Theriault*  
Brenda Theriault

*In honor of Art Turley*  
Anne Williams

*In memory of Clare van Oosten*  
Peter Van Oosten and  
Carolee Simeoni

*In memory of  
Candace Walworth*  
Edward Walworth

*In memory of Virgil Ward*  
Patricia Dietzel

*In honor of Alta Waterhouse*  
Linda K. Lawton

*In honor of Anne D. Williams*  
Jean Potuchek

### **Nonprofit and Business Volunteers**

Androscoggin Bank  
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Work Opportunities Unlimited

### **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,  
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Visit [seniorsplus.org/awlw](https://seniorsplus.org/awlw) for the latest information.

**SeniorsPlus**

8 Falcon Road  
Lewiston, ME 04240

## **Community Report 2021-2022**

*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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