



“Everything
changes and nothing
stands still.”

- Heraclitus, Greek philosopher

While change is inevitable, everyone deals with change differently. Seniors living independently encounter many different types of changes every day often including the following:

- Loss of spouse and/or family, through death, divorce, or a move
- Transitioning from a working income to a fixed income
- Changing health
- Excess time, with little to fill it
- Transportation, in general, as well as to and from medical appointments
- Perpetual repairs and home maintenance
- Growing social isolation, and
- Increasingly complex paperwork and processes for health insurance and legal needs.

At Senior Neighbors, our case managers are trained social workers who assist our clients with the variety of life changes they experience. Case managers act as a bridge connecting people with resources and the community. Clients are treated with respect and compassion. Case managers strive to empower seniors to make their own choices based upon each unique client situation so the seniors can remain living independently.

CASE MANAGEMENT SUPPORT AND REFERRAL



100%

ACCESSED ONE OR MORE SERVICES TO ADDRESS THEIR NEEDS

95%

STABILIZED OR IMPROVED THE SAFETY AND LIVABILITY OF THEIR HOUSING



97%



MAINTAINED THEIR HEALTH BY BEING LINKED TO SENIOR NEIGHBORS SERVICES AND OTHER COMMUNITY RESOURCES



HOME REPAIR



99%

REMAINED LIVING INDEPENDENTLY IN THEIR OWN HOMES



Most often, seniors who contact Senior Neighbors are dealing with multiple changes in their lives vs. just one change. Some periodically return to Senior Neighbors to seek help as additional changes occur in the future.

continued from the front cover

Most often, seniors who contact Senior Neighbors are dealing with multiple changes in their lives vs. just one change. Some periodically return to Senior Neighbors to seek help as additional changes occur in the future. James has had an ongoing relationship with Senior Neighbors for more than five years.

The multiple changes James initially experienced that initiated his contacting Senior Neighbors involved his transitioning to a fixed income, medical needs, marital status, and housing needs. James, now 68 years old, worked as a social worker until he became disabled due to diabetes. This meant he was adjusting to living on a fixed income and having Medicare as his primary insurance. He knew he needed to figure out if he could obtain assistance to defray the cost of his need for multiple medications. Additionally, James needed to move to new housing as he and his wife were getting a divorce.

The Senior Neighbors case manager James first spoke with empowered him with information so he could continue to live independently. First, the case manager assisted James in signing up for the Extra Help program offered by Medicare to assist low income seniors with their prescription costs. Second, a list of subsidized housing options was shared with James. He explored the options and now lives in an apartment that fits within the parameters of his fixed income.

As time has passed since James' first call to Senior Neighbors, new changes have occurred in his life. For example, James' son, who serves in the Army, recently moved and he is only able to see his son once/month. Many seniors experience a lack of socialization due to the loss of contact with spouse and/or family members through death, divorce, or a move. James is no different. However, the Senior Neighbors case manager has been a bridge to connect James to community resources. James has met new friends at one of our five senior centers which are located throughout Kent County. Additionally, James enjoys periodic visits from a volunteer involved in our Senior Companion program. This program connects retired volunteers with isolated or lonely seniors through regular communication and visits.

Due to your donations, Senior Neighbors is able to be there when seniors, like James, call and provide them the variety of services they need to remain living independently. On behalf of our staff, volunteers, Board of Directors, and the seniors we serve, thank you for your support. We are sincerely grateful to you for investing in our mission - Enhancing the Lives of Seniors.



On the cover: Senior Neighbors Case Managers meet with clients to discuss multiple topics including Medicare prescription coverage options.

Above: Changes in seniors' lives often prompt them to contact Senior Neighbors for assistance.



Seniors maintain their independence and reduce isolation by utilizing Senior Neighbors' vans and buses

Go!Bus Tickets Serve as a Lifeline for Seniors

While most clients of Senior Neighbors' transportation program use this service for day-to-day transportation needs, some of Senior Neighbors' clients served by the Go!Bus program must travel to and from medical treatments like dialysis, chemotherapy, and radiation to maintain their health. Go!Bus tickets, one of the options available in the Senior Neighbors transportation program, benefits low income seniors with physical challenges and/or disabilities. The seniors requiring medical treatments to maintain their health receive additional tickets per month so they have enough to meet all of their transportation needs.

For example, Jackie, a 75-year-old, legally-blind widow with end stage renal disease lives on a limited fixed income. She lives alone and cooks all of her own meals. Due to cancer, both of Jackie's kidneys have been removed. To remain healthy, she must travel to life-sustaining dialysis three times a week. Her husband used to drive her to the dialysis appointments. Unfortunately, he passed away and she has no one else in her life to take her to and from dialysis appointments as well as other health-related appointments.

The death of Jackie's spouse changed Jackie's life in multiple ways. She not only had to deal with losing her beloved husband, she also didn't know how she could afford to travel back and forth three times a week for her life-sustaining dialysis appointments. Fortunately, Senior Neighbors' transportation program has been a lifeline for

Jackie. As a dialysis patient, Jackie receives discounted Go!Bus tickets to take her to and from her medical appointments. When asked how Senior Neighbors has impacted her life, Jackie responded "I don't know what I would do without the help of Senior Neighbors and the Go!Bus tickets you send me." Additionally, even on her limited income, Jackie sends Senior Neighbors a monthly donation towards the cost of bus tickets.

"I don't know what I would do without the help of Senior Neighbors and the Go!Bus tickets you send me."

— Jackie, Senior Neighbors client

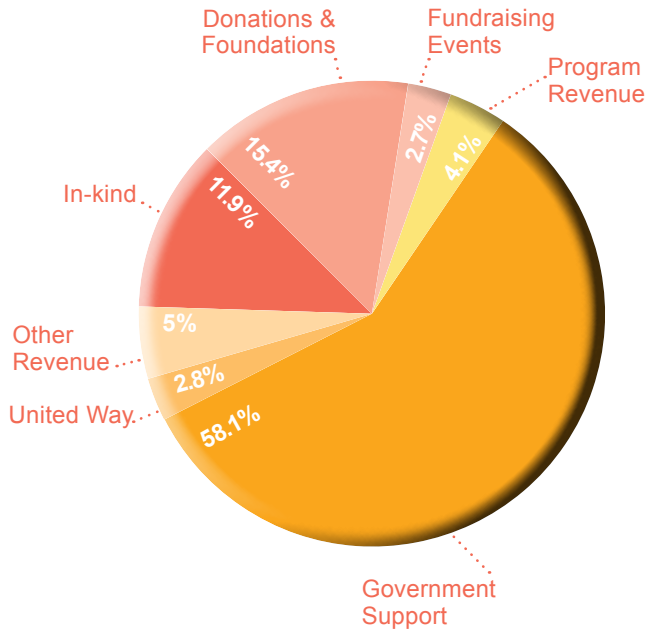
Despite the challenges she faces every day, Jackie maintains a positive attitude and a sense of humor. Each of her three times a week dialysis appointments takes four hours, not including the time it takes Jackie to ride the Go!Bus to and from her appointments. Not an easy feat for anyone; especially a legally-blind 75-year-old!

Your donations help Senior Neighbors provide services that enable clients, like Jackie, to continue to live independently. Thank you so much for your support!

COMMUNITY OF CARING

FISCAL YEAR 2015 REVENUE

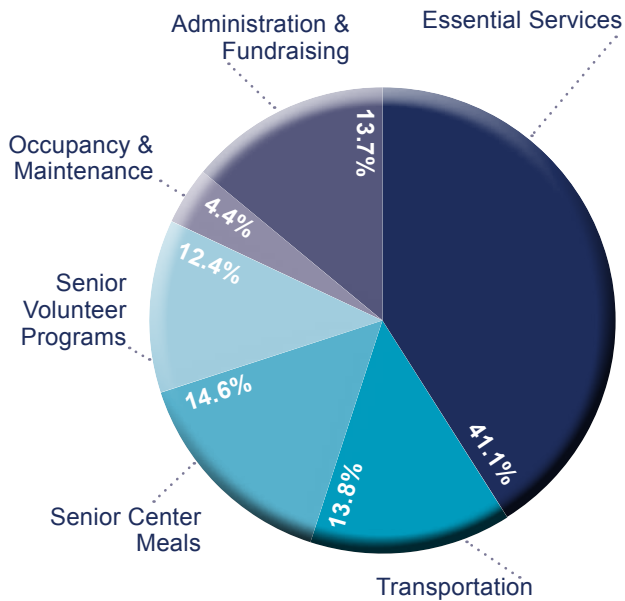
October 1, 2014 - September 30, 2015



Members of our Community of Caring play a key role in providing essential services that help seniors remain healthy and independent into their later years. These donors, who have contributed \$600 or more in Fiscal Year 2015, make it possible for us to enhance the lives of seniors who are most in need throughout Kent County. Please refer to pages 8 and 9 for a list of all other Senior Neighbors donors.

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October 1, 2014 - September 30, 2015



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92%
**SOCIALIZED
 MORE**



91%
**IMPROVED OR
 MAINTAINED
 THEIR HEALTH**



54%
**LEARNED NEW
 SKILLS OR
 ACTIVITIES**



VOLUNTEERS

100%

INCREASED FRIENDSHIPS THROUGH VOLUNTEER EXPERIENCES

81%

OF STUDENTS IN THE EXPERIENCE CORPS PROGRAM IMPROVED AT LEAST 1 GRADE LEVEL IN READING AND LITERACY



TRANSPORTATION

98%

INCREASED OR MAINTAINED THEIR INDEPENDENCE



96%

INCREASED ACCESS TO MEDICAL SERVICES

86%

REDUCED ISOLATION



HEALTH & WELLNESS

99%

LINKED PHYSICAL ACTIVITY TO MAINTAINING INDEPENDENCE THROUGH ENHANCED FITNESS CLASSES

98%

LEARNED NEW WAYS TO MANAGE THEIR HEALTH THROUGH ARTHRITIS EXERCISE CLASSES



SENIOR NEIGHBORS DONORS

Thank you to the following individuals, organizations, and businesses for partnering with us during Fiscal Year 2015. The following list includes contributions received between October 1, 2014 and September 30, 2015. Please accept our apologies if your name was inadvertently omitted and contact us with corrections for future publications. Please refer to page 5 for a list of donors in our Community of Caring. These donors contributed \$600 or more during Fiscal Year 2015.

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* Legacy Society Member
 * Deceased

Senior Neighbors Increases Services

The past year has been filled with many changes at Senior Neighbors including a historic merger that took place over the summer. As of July 1, 2015, four Older Adult Volunteer Programs, formerly of Gerontology Network, officially merged with Senior Neighbors. These programs provide a variety of volunteer opportunities for seniors to make a direct impact in their community by utilizing their time and talents for the greater good. The new programs now join RSVP (Retired Senior Volunteer Program) at Senior Neighbors to form a comprehensive offering of volunteer opportunities across Kent County.

Three of the new programs offer mentoring and tutoring services that match and place seniors in schools to work one-on-one with students. These senior volunteers provide guidance and act as an academic support system for local youth. Services include reading and math assistance to role modeling for at-risk children.

The fourth program that is now a part of Senior Neighbors is the Senior Companions Program. Seniors who are mobile and outgoing provide companionship for isolated or lonely older adults. Through regular communication and

visits, isolated seniors remain connected to the community and experience a higher quality of life.

The new programs include AARP Experience Corps, Foster Grandparents, Traveling Grannies & Grandpas and Senior Companions. We are extremely grateful to Steelcase Foundation and Grand Rapids Community Foundation for making this merger possible.



Experience Corps volunteers tutor elementary school students to improve their reading levels and literacy.

“We believe in Senior Neighbors and the wonderful work they do to help seniors in our community.”

— Chuck and Zita Harris



MEMORIAL DONATIONS

During our 2015 fiscal year, Senior Neighbors received gifts in memory of the following people.

Phil Austin	Max Lautenschleger	Don Thome
Barb Cazier	Steve Lectka	Lois Tigchon
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LIFETIME PARTNERS IN PHILANTHROPY

Individuals or families who are Lifetime Partners in Philanthropy have dedicated a lifetime of resources to advancing the cause of Senior Neighbors and the welfare of seniors in our community. Individuals whose lifetime gifts total \$5,000 or more to Senior Neighbors are eligible for membership.

Anonymous*	Hy and Greta Berkowitz Foundation
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John and Marilyn Drake	Brent and Diane Slay
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Russell* and Barbara Hohman	Dick and Barbara Young
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LEGACY PARTNERS IN PHILANTHROPY

Individuals or families who are Legacy Partners in Philanthropy have made the decision to leave a gift to Senior Neighbors in their will to support programs and services for seniors well into the future. Individuals including a permanent gift of \$5,000 or more in their will are eligible for membership.

Anonymous	Judy A. Morris
Robert and Luanne Barnes	Mr. and Mrs. Clarence and
Richard F. Blodgett	Zita Harris*
Gilbert R. and Patricia K. Davis	Robert N. Forman Estate
Dorothy L. Teesdale*	Samuel D. and Evelyn
Stephen and Christel Hickey	Wingeier Estate
Greg and Joy Hulst	

CHUCK AND ZITA HARRIS – LEAVING A LEGACY

During the past year, we lost two dear friends in Chuck and Zita Harris, both passing away within a couple of months of each other. Although they are no longer with us, because of a generous estate gift, they will now be able to support the services of Senior Neighbors on an annual basis into the future through the Senior Neighbors endowment fund.

Chuck and Zita Harris joined the Senior Neighbors Legacy Society in 2007 indicating that they had designated Senior Neighbors in their will with an estate gift. Although they officially joined the Legacy Society in 2007, they had been loyal supporters of programming to seniors since the early 90s. Upon their acceptance they stated, “We believe in Senior Neighbors and the wonderful work they do to help seniors in our community. We want to ensure that Senior Neighbors will continue to offer innovative programs and services long into future.”

We are extremely grateful for the generosity of Chuck and Zita Harris, their kindness will be a true blessing for countless seniors for many years to come. If you would like information on how to join the Senior Neighbors Legacy Society and include us in your will, please contact Brian Clark, Director of Development and Donor Care, at 616.233.0738.

• Legacy Society Member | * Deceased

Join us in our mission to ensure seniors are no longer alone!

Consider making a donation at seniorneighbors.org or sending a check in the enclosed envelope. Making a memorial donation is also a great way to honor the memory of a loved one.



Like us on Facebook and stay up-to-date regarding Senior Neighbors news!



Volunteering is a great way to directly serve seniors and support our programming. We have numerous opportunities to serve within our five centers located throughout Kent County or on an organizational committee. For more information, please contact Brian Clark, Director of Development and Donor Care, at 616.233.0738.



Leaving Senior Neighbors in your will is a great way to ensure our services are provided for years to come. Estate gifts help to grow our endowment and provide the financial stability we need on an annual basis.



Tell a friend about our great work! We appreciate referrals and recommendations shared with others highlighting the services we provide to seniors in our community.



OUR IMPACT FISCAL YEAR 2015
October 1, 2014-September 30, 2015

4355 
SENIORS SERVED

GENDER OF CLIENTS
Female **70%** | Male **30%**

85% of our clients live on
LESS THAN 
\$2,000
per month

42% OF OUR CLIENTS
HAVE A DISABILITY
51% OF OUR CLIENTS
LIVE ALONE

AGE OF CLIENTS

60 to 69 **44%** 80 to 89 **19%**
70 to 79 **33%** 90+ **4%**

CENTRAL OFFICE ★
678 Front Ave NW #205
Grand Rapids, MI 49504
P 616.459.6019

**GRAND RAPIDS
SENIOR CENTER**
333 Division Ave S #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 616.887.1273

**WALKER
FIREHOUSE CAFE**
4101 Lake Michigan Drive
Walker, MI 49534
P 616.735.3240

KENT COUNTY

Sparta
Walker
Grand Rapids
Grandville
Lowell

