

FACES OF IMPACT

In the past year, local seniors have received a variety of life-changing services, both big and small. This impactful work would not have been possible without the support of countless community partners, funders, and volunteers.



Vicky

For seniors living on a low, fixed income, covering expenses can be challenging amid rising costs. While visiting Vicky, staff identified opportunities to save—significantly

reducing auto insurance premiums and helping to attain low-cost internet with the help of our Technology Support program. These interventions will help ease financial strain and anxiety to improve Vicky's overall well-being.



Mark

Local Air Force Veteran Mark, an eight-year sergeant, faced water supply issues in his home due to piping problems. Thanks to Senior Neighbors' assistance, his main waterline was fixed at

no cost, relieving potential financial burdens. Now, Mark can comfortably reside in his home without worrying about the burden of financing this major repair on a limited budget. The Veteran Home Repair Program is made possible thanks to support from Meals on Wheels America, the generous funding from The Home Depot Foundation, and Kent County Veteran Services.



Zetta

Zetta, a regular at Lowell Senior Neighbors Center, discovered a lifeline and newfound passion during a tough period. Becoming a member has transformed her life, providing balanced meals

and a vibrant community of friends. Engaging in various programs, Zetta especially enjoys the mental exercise and social engagement of working on jigsaw puzzles. The center has become her daily haven, fostering camaraderie and enhancing her overall well-being.



678 Front Ave NW, Suite 205
Grand Rapids, MI 49504

SeniorNeighbors.org

Open here



Impact Report

2023



Local Impact—Seniors of Kent County

In 2023, Senior Neighbors achieved significant success in reaching the seniors of Kent County. We provided concrete outcomes for more than 5,500 clients, with each statistic representing truly life-changing impacts for local seniors within our community.

Through partnerships with local organizations and businesses, and generous support from individuals, Senior Neighbors is keeping seniors safe at home, while improving their health, well-being, and overall quality of life. This 2023 Impact Report provides a snapshot of our work last year throughout the community. Thank you for helping to make these successes possible.

[More to see inside](#) →

Technology Resources for Seniors

Since launching in 2021, the Senior Neighbors Technology Support Program has grown tremendously! By participating in this popular program, older adults gain critical confidence using their laptops, smartphones, or tablets. With these improved skills, seniors can feel more informed, connected and engaged with friends, family, and the world around them.



87% of clients reported **increased knowledge** in their ability to utilize the internet and devices.

209 CLIENTS SERVED IN 2023

90% reported improved digital skills..

Group Workshops + 1 on 1 Support + Device Lending Library + Support Staff



Suzanne Callahan

ANTICIPATING WHAT'S TO COME...

As we launch a new year of services, Senior Neighbors is pleased to welcome Suzanne Callahan as our new President. We look forward to an exciting future under her leadership!

With decades of nonprofit and business experience in West Michigan, Suzanne brings extensive expertise in relationship building, team development and creative collaboration. She eagerly anticipates the opportunity to familiarize herself with Senior Neighbor's community of supporters, partners, and clients.



SERVICE & BELONGING FOR EVERYONE

Senior Neighbors welcomes all seniors in Kent County. Our goal is for all seniors to feel accepted as they are, to share a sense of belonging and to find the assistance they need to live their best life. Here are some snapshots of our impacts throughout the spectrum of our community:

CLIENT GENDER
 65% female
 35% male

396 VETERANS SERVED
 423 veteran spouses served.



1,920 Seniors served would describe themselves as **frail** or **disabled**.

225 Hispanic Seniors served.

175 Clients served come from multi-racial backgrounds.

CLIENT AGE			
60 to 69	41%	80 to 89	17%
70 to 79	38%	90+	4%

2,542 Senior Neighbors Clients live alone.

451 consider themselves "Home Bound."

A Technology Support Program class is packed!

Mind/Body Balance

According to the Office of Disease Prevention and Health Promotion, at least 85% of older adults are not meeting the recommendations for physical activity. This inactivity may lead to **decreased mobility, loss of balance, less independence, social isolation, and other chronic conditions**. But the good news is, any exercise can be beneficial and it's never too late to start!



In 2023, close to 700 Kent County seniors took up the challenge of daily movement. Alongside physical well-being, Senior Neighbors EnhanceFitness classes are designed to combat isolation, depression, anxiety, and other mental health issues.

Outcomes from 2023 are as positive as ever! Check it out:



98% of seniors report a **positive impact** on their overall health.



98% of clients served report that class participation **improved their balance**.



92% indicate the classes **improve their minds** as well as their **bodies**.

Volunteers cleared a senior's yard!

HOME MAINTENANCE

- 21% of home maintenance clients **live below federal poverty level** —seniors with the greatest need for assistance received services.
- 99% of households served reported **improved home safety**.

Lawn Mowing
Snow Removal + Minor Repairs
Avoiding City Citations

HELP SERVE LOCAL SENIORS!

More services funded by community donations



More direct financial assistance to local seniors

Make a tax-deductible donation today!

To join us in supporting area seniors, scan the code below with your phone or visit SeniorNeighbors.org/give for safe and secure online giving.



Scan here to support area seniors



Seniors enjoying each other's company!



Crisis Care—Emergency Needs

When a senior gets behind on housing costs, utility payments, or food, our emergency funds may intervene to head off a personal calamity. A Senior Neighbors Case Manager can assess the client's current financial status and strategize ways to avert financial crisis. Often, we work with other agencies, businesses, and churches to develop a plan to help meet each senior's unique needs.

CLIENTS RECEIVING CRISIS-CARE IN 2023: **136**



12 clients **improved their living situation** through the purchase of an appliance, home repair, or other needed home item.

81 clients were able to **maintain their independent living situation** with support to pay utility, tax, or housing bills.



22 clients stabilized their living situation by **moving to affordable housing**.

Impact Report

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HOW FUNDS WERE RECEIVED IN 2023

Government Support	72%
Donations	8%
In-Kind Partnerships	5%
Program Revenue	2%
United Way Grants	1%
Other	12%

Senior Neighbors Inc is funded in part by:



HOW FUNDS ARE ALLOCATED

Programs	87%
Administration	13%



Revenue: \$5,871,964
 Expenses: \$4,720,087

To view more financial information, please visit SeniorNeighbors.org/finance

Senior NEIGHBORS
 no longer alone

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