

# Guiding Seniors to Their Own Beat.



Fiscal Year 2024-2025  
Annual Report



## Our Mission:

Enhancing the lives of older adults in Kent County.

## Our Vision:

A Kent County where every senior thrives—where purpose, connection, and independence are never out of reach.

## Our Values:

Purpose  
Vitality  
Community  
Independence

## Our Focus:

Senior Neighbors provides older adults in Kent County with personalized, comprehensive support—addressing both urgent crises and everyday needs—so each senior can remain independent, healthy, and connected to their community.

## Board of Directors:

### Executive Committee:

Shanna Reynolds, Chair  
Barry Van Dyck, Vice Chair  
Raymond Higbea, Treasurer  
Janelle Haggadone, Secretary  
Catherine Jacobs, Emeritus

### Members:

Tara DeWitt  
Joe Donovan  
Anna Hammersmith  
Scott Holzwarth  
John Ormstad  
Amy Pinder  
Vince Relf  
Arnesia Robinson

# Your support helps keep Kent County seniors 'No Longer Alone'.

Because of your generosity, 5,594 seniors across Kent County had someone in their corner this year. You provided 142 rides a day to doctor's appointments and grocery stores. You made it possible for 199 volunteers to deliver 97,865 hours of mentoring, companionship, and community service. And you ensured that seniors like Char, Vic, Arthur, Ralph, and Gini received the personalized support that changed their lives.

Every day, older adults in our community face real challenges — mobility, finances, housing, isolation. Your partnership fuels every solution we bring to the table: transportation, one-on-one case management, wellness classes, nutritious meals, and critical home repairs.

Kent County's senior population continues to grow, and so does the complexity of the challenges they face. In the year ahead, we're expanding our wellness programming, strengthening our transportation network, and deepening our partnerships to ensure even more neighbors can age with independence and dignity.

None of this is possible without you. Thank you for being part of this 53-year legacy.

With gratitude –

*Suzanne*

Suzanne Callahan

President, Senior Neighbors



# Neighborhood Breakdown

5,594 Seniors Reached

## Client Age

60-69.....	44%
70-79.....	37%
80-89.....	16%
90-99.....	3%



**429**  
Veterans  
Served



**2,785**  
Clients Live  
Alone



**1,736**  
Frail or  
Disabled



**64%**  
Live Below 200% of the  
Federal Poverty Line

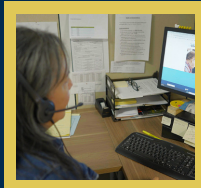
**5**

Senior Centers



**45**

Volunteer Sites



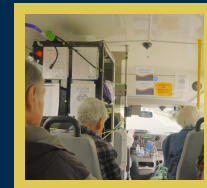
**14**

Wellness Sites



**6**

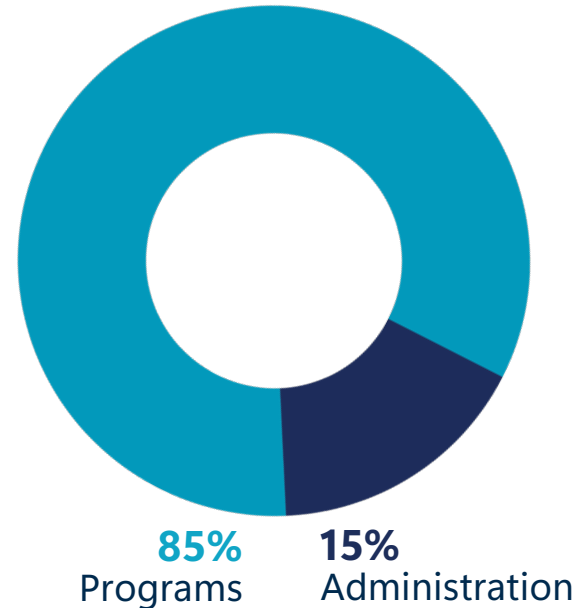
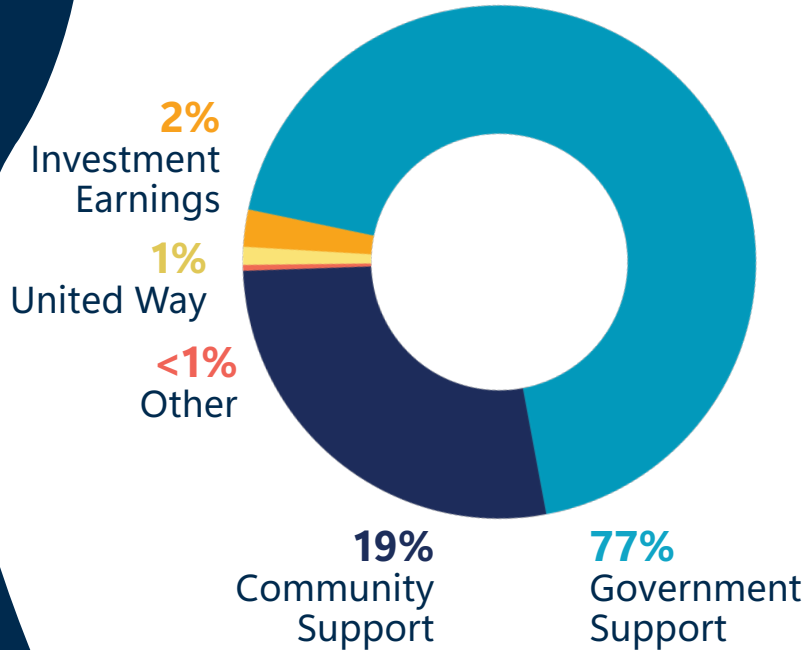
Vehicles



# FY2025 Financials

Revenue: \$5,017,866

Expenses: \$5,194,919



# Senior Centers & Community Life: A place to belong, be fit, and stay healthy

Our five senior centers across Kent County—in Grand Rapids, Grandville, Lowell, Sparta, and Walker—offer a place to belong. Find fitness classes, social activities, nutritious meals provided by Meals on Wheels of Western Michigan, and most importantly, connection.

## Meal Service



**37,875** Meals Provided

**80%** of attendees report getting meals from the center helps them meet their basic food needs.

## Tech Support



**128** Participants

**91%** of clients report increased knowledge of how to use technology/broadband internet.

## Wellness Classes



**531** Participants

**99.5%** of participants report classes help to maintain or improve their physical abilities.

# Char

Senior Companion  
Volunteer

## AmeriCorps Seniors Volunteering: Your neighbors, serving your neighbors



"It gives them time to interact with other people because their relatives are always busy, and I can understand them because I'm up there too, you know!"

### Pathway to Service

**Screening:** Three part background checks including fingerprinting to ensure safety.

**Training:** 20 hours of pre-service orientation, 24 hours of annual ongoing training

**Matches:** Finding the right fit for each volunteer at a partner site or client match

**Support:** Check-ins, problem-solving and recognition as well as benefits such as mileage, meals and insurance.

### The Impact

199 Volunteers + 5 Staff + 57 Community Partners = **97,865 Hours of Impact**

**912** PreK-High School students mentored by a Foster Grandparent

**122** Older adults receiving 12 to 15 hours of weekly visits from a Senior Companion

**1,248** Home checks completed by RSVP police department volunteers

**4,366** Handicap parking violations enforced by RSVP police department volunteers

### Investment in Service

**45%** Of funding goes directly back to seniors, helping cover gas, meals, transportation, and providing stipends.



## Personalized Support:

Individualized plans help seniors overcome crises & regain stability

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## Daily Money Management

Empowering older adults with dedicated financial management, accurate bill-paying, and protection against exploitation.

**55**  
Clients Served

**95%**

Reported meeting their financial goals through Daily Money Management services.

**Vic**

Case Management  
Client

## Vic's Story:

"I'd been here in this state for 22 years and I'd never gotten help. It wasn't until Senior Neighbors stepped up and made sure I'm getting everything that I need. The patience and the love they've shown is beyond belief. Without them, I don't know where I'd be."

## Outreach & Assistance

One-on-one support to help you navigate resources and address your unique needs.

**2,002**  
Clients Served

**97%**

Working with case management services helped them maintain or improve their independence and self-sufficiency.

## Emergency Assistance

When a senior is about to have their utilities shut off, faces eviction, or can't afford a critical prescription, our emergency fund provides immediate relief.

**189**  
Clients Served

**86%**

Maintain an independent living situation by meeting utility, tax, and housing expenses.

## Housing Coordination

Helping older adults secure and maintain housing that fits their lifestyle, budget, and evolving needs.

**225**  
Clients Served

**85%**

Remained living independently in their current residence.

# Home Repair & Safety:

## Keeping seniors safe where they live

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Through our Home Chore program and Helping Homebound Heroes partnership with The Home Depot Foundation, we make critical repairs—grab bars, ramps, furnace fixes—that allow seniors to stay safe in their homes.

**308** Homes Made Safer

**95%** Feel More Independent  
& Comfortable at Home

## Veteran Repairs In Action:



### Roof Repair

What was once a leaking, stressful roof is now a safe, secure one that Veteran Arthur and his wife can rely on for years. Arthur served as a combat medic paratrooper with the 101st Airborne Division.



### Ramp Build

After a fall and cancer diagnosis, Army veteran Ralph needed a safe way to reach treatment. Our team quickly built a custom ramp so his care could continue. He served six years as a Sergeant.

# Transportation:

## Independence, one ride at a time

Not driving doesn't mean losing independence. We provide older adults with affordable rides throughout Kent County to the doctor, grocery store, and our senior centers.

**142** Daily Rides to  
Independence


**766** Clients Served

### Gini's Story:

After losing her ability to drive, Gini began to feel isolated and alone in her home. After being connected to RideLink, she started receiving rides around town and to the Lowell Center. Gini began forming friendships with the drivers and fellow riders, turning something that once felt like a limitation into one of her favorite parts of the day.

**Gini**

Lowell Center Member



**"I had been in my apartment almost isolated because I don't drive. This way I get out, just to feel wanted. My scope has broadened simply because we do things."**



no longer alone

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

## You Made This Possible.

Because of your generosity, 5,594 seniors across Kent County stayed connected, nourished, and safe at home this year. For 53 years, your support has ensured our neighbors are No Longer Alone. Together, we'll make sure that never changes.

## Explore the Neighborhood

### Get Connected

[seniorneighbors.org](https://seniorneighbors.org)



### Contact Us

616.459.6019

[info@seniorneighbors.org](mailto:info@seniorneighbors.org)

678 Front Avenue NW, Ste. 205

### Volunteer

Join 199 volunteers making an impact.  
[seniorneighbors.org/volunteer](https://seniorneighbors.org/volunteer)

### Give



Scan QR or visit  
[seniorneighbors.org/give](https://seniorneighbors.org/give)