



2014 Annual Report

Precious lives made better



Reimagine Aging
Senior
Community
Services



Leadership

Dear Friends:

Please take a moment and reflect upon the beloved older adults in your life. These precious relationships often span decades. Our lives are better because of them. Now, imagine discovering a loved one struggling to remain independent, perhaps falling while trying to clean the windows or shovel snow.

Your heart would ache knowing they were struggling or growing isolated and lonely. What kind of life is that?

Thanks to your support, Senior Community Services makes life better for the older adults we hold most dear. The free or low-cost services we provide enable older adults to remain independent and enjoy a higher quality of life, while permitting often-stressed caregivers to enjoy a respite from providing constant care.

Today, more than 90 percent of the care for independent, older adults, is being provided by family or friends. Nine out of ten seniors prefer to live independently in their own home, so we team with them to make their preferred lifestyle work for as long as possible.

Our mission is driven by committed board members, staff, volunteers, and collaborating partners.

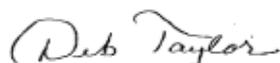
Together we ease struggles, so seniors and caregivers can live with dignity and meaning – to better enjoy this special time.

As you read our latest annual report, please know that we are grateful for your friendship and support as we *Reimagine Aging* for generations of Minnesotans.

Sincerely,



Thad Standley
Board President



Deb Taylor
CEO



Follow us on FACEBOOK, Twitter and LinkedIn! So much happens during the year, social media is a great way to stay informed about helpful programs and activities benefiting seniors and their caregivers. **SEE YOU ONLINE!**

Reimagine Aging

The vision of Senior Community Services is to mobilize the community to *Reimagine Aging*. We are passionate about enhancing the quality of life of older adults and their caregivers so they may live independently in their own home for as long as possible.



Major Achievements

Enhancing Lives: With your support, Senior Community Services helped more than 25,000 struggling and vulnerable Minnesota seniors and their caregivers during 2014.

Compassionate Service: Staff collaborated with 3,848 dedicated volunteers and coordinated with more than 300 partnering organizations to provide the services seniors and their caregivers needed to maintain independence and enjoy healthier, more vital lives.

Volunteers: provided 87,856 hours of services during 2014, including 1,480 senior center friends who provided 78,502 hours of service to make life more engaging and fun for thousands of seniors.

Household & Outside Maintenance for Elderly (HOME) program expansion: Senior Community Services, which operates Minnesota's largest chore services program for seniors, acquired a household chore program serving Minneapolis seniors from Neighborhood Involvement Program (NIP). Now, hundreds more Hennepin County seniors have access to services to help them remain independent. The expanded HOME program now includes a larger network of staff handypersons, homemakers, independent contractors, and volunteers who provide low-cost home repair, cleaning, and maintenance services.

HOME SHOP: is the new online destination for consumers to purchase affordable household chore services for loved ones. Visit www.seniorcommunity.org and click on the HOME logo.

In-Home Health & Safety Assessments: The well-being of older adults can be significantly enhanced by this service, reducing fall hazards and identifying easily correctable safety issues.

Reimagine Aging Institute: The Institute is the forum for sharing stories of broad relevance with the wider community. We give voice to aging issues, and ways to Reimagine Aging, via the news media, professional forums, and our website and social media platforms. Many metro and outstate newspapers now run the monthly columns we provide.

Household & Outside Maintenance for Elderly (HOME)

The Household & Outside Maintenance for Elderly (HOME) program provides affordable services for seniors 60 and older through a network of staff, volunteers, and independent contractors. HOME is a great way to help seniors maintain independence and give caregivers a break from household duties.

Private pay clients enjoy the benefits of HOME. Seniors contribute to the cost of the services based on their monthly income and their ability to pay. HOME also accepts some insurance payments as well as the Elderly Waiver and the Alternative Care Grant.



“Words cannot express my gratitude. Your fantastic program enables me to stay in my home. At age 87 I am so appreciative.”

Elaine



HOME Helpers Typically Perform the Following Duties:



- Housecleaning and laundry
- In-Home Health & Safety Assessment
- Installation of safety devices
- Minor repairs and plumbing
- Weatherization
- Snow shoveling
- Lawn mowing and other yard chores
- Window washing
- Interior and exterior painting
- Errands and grocery shopping



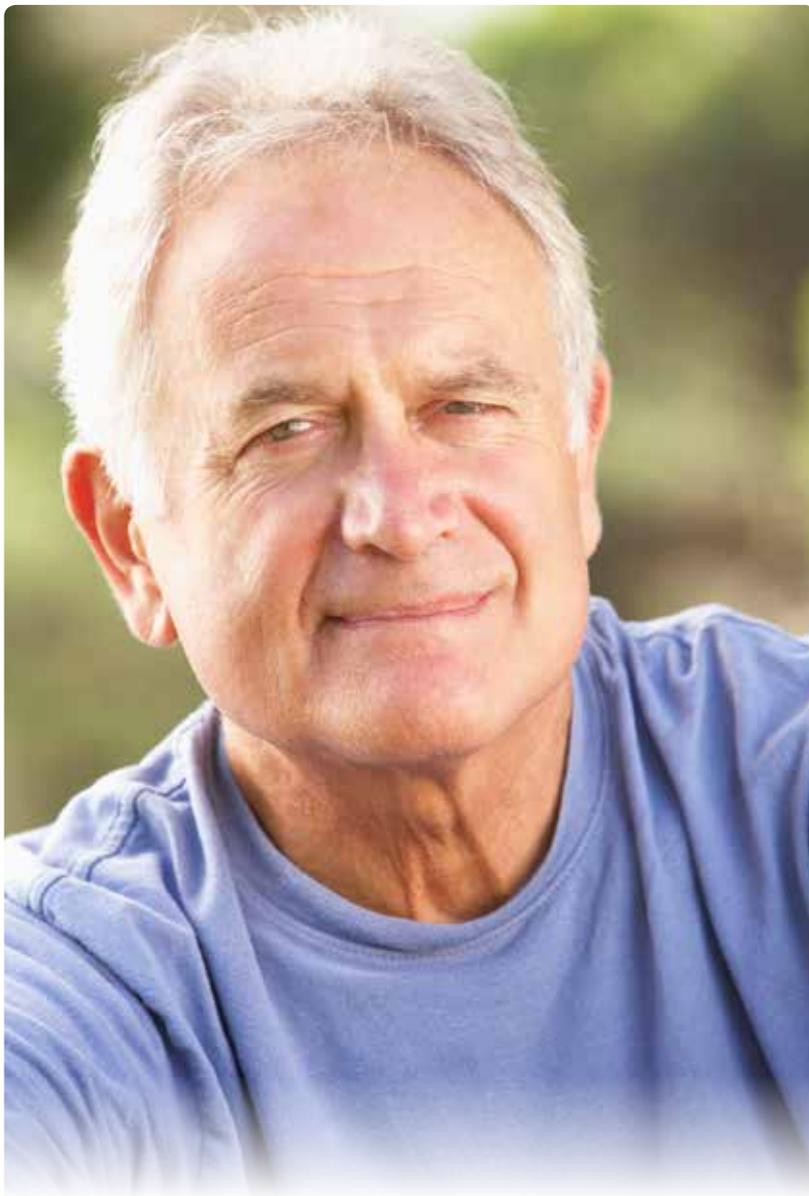
Order Online!

HOME SHOP is the new online destination for consumers to purchase affordable household chore services for loved ones. Visit www.seniorcommunity.org and click on the HOME logo.



SERVICE AREA: Hennepin County
For more information on the Household & Outside Maintenance for Elderly program, please visit www.seniorcommunity.org or call 952-746-4046.

Senior Partners Care



“My wife just passed away. Thank heaven she had Senior Partners Care to help cover her enormous medical bills. It was one less thing I had to worry about.”

Jack

Senior Partners Care is a statewide program that enables qualifying Minnesota seniors to help bridge the burdensome financial gap between their medical bills and the partial amount covered by Medicare. *Senior Community Services* partners with hundreds of hospitals, clinics and providers who have agreed to waive all or part of the healthcare debt owed by qualifying seniors. The decision to waive a Medicare deductible, coinsurance or co-payment owed by a Minnesota senior is made based on a determination of the senior’s financial situation.

To qualify for *Senior Partners Care*, Minnesota seniors must receive care by participating medical providers, must have Medicare A & B, meet income and asset thresholds, and submit an application and a modest annual fee.



SERVICE AREA: Statewide

For more information on Senior Partners Care, please visit seniorcommunity.org or call toll-free **1-888-541-5488**.

Metro area seniors may call **952-767-0665**.

Medicare Health Insurance Counseling

The *Medicare Health Insurance Counseling Program* helps seniors find the best healthcare and drug options for their needs and pocketbook. Senior Community Services staff and a highly trained team of volunteer counselors help seniors and caregivers find the most appropriate coverage from Medicare, Medicare supplements and Part D plans.

Medicare counseling is available at 13 sites in Hennepin and Wright counties. Popular *Navigating Medicare* community education classes are held at public and corporate venues. Private counseling sessions also can be arranged.



Medicare coverage can change for particular medical needs and medications, so it's important to review coverage annually during the autumn Medicare election period.



SERVICE AREA: Hennepin and Wright Counties
For more information, please visit
www.seniorcommunity.org or call
952-767-7887.

“Senior Community Services was so helpful. One of their knowledgeable volunteers helped me understand the process and find health and prescription coverage. After a year, she still answers my questions. This is a great resource!”

Tammy

Senior Outreach & Caregiver Services



Senior Outreach & Caregiver Services connects seniors with a wide variety of services so they can age in place. Social workers meet with families to identify areas of daily life where support is needed. Staff identify trusted, affordable resources for chores, financial help, personal care, social activities to ease isolation, transportation, medical/legal issues and more.

Often, our team helps clients navigate life changes like loss of income, widowhood, diagnosis of Alzheimer's or other chronic diseases. Support for caregivers is another key aspect of the program so these devoted family members and friends can maintain their own life balance and health.



“Caregiving support made a huge difference in helping me see the value of not carrying the load myself. My dad got the services he needs and I was reassured I am doing the right things for him. That makes me breathe easier.”

Mary



SERVICE AREA: Suburban Hennepin County
For more information, please visit
www.seniorcommunity.org or call
952-767-7888.

CareNextion, the Free Online Tool to Manage Care



CareNextion, developed by Senior Community Services, is a free, easy-to-use, web-based tool helping caregivers organize their care team to communicate and find assistance for their loved ones. CareNextion is a great way to keep everyone updated and reduce time spent emailing and calling with updates.

The site reduces caregiver stress by organizing care and sharing responsibilities with others. Family members have easy access to immediate and accurate information about their loved one. The secure and private CareNextion website is a valuable online resource empowering our community to Reimagine Aging.



SERVICE AREA: Global
For more information, please visit
www.carenexion.org or call
612-770-7005.

“Keeping everyone updated on Dad’s situation and coordinating transportation for his doctors’ appointments, meals, and visitors was more challenging than the tasks themselves. CareNextion makes the coordination and communication so much easier. Thank you!”

Deb

Senior Centers Enhance Well-Being and Ease Isolation

Senior Community Services manages or is affiliated with senior centers throughout suburban Hennepin and Wright Counties. Each center offers a variety of activities for great socialization and cultural enrichment. Activities include fitness activities, art and educational classes; card clubs, book clubs, dining, day trips, blood pressure checks or other health services.

Most of the activities are planned and coordinated by dedicated volunteers. During 2014, 1,480 volunteers devoted 78,502 hours enriching the lives of older adults at senior centers in Delano, Minnetonka, Monticello, Mound, Plymouth, St. Michael, and Wayzata.



SERVICE AREA: Hennepin and Wright Counties
For more information, please visit www.seniorcommunity.org.

“Being part of my senior center has been the highlight of my 85 years; I cannot begin to tell you about all the hugs and smiles that I receive when I come through the door. It gives me the most fulfilling feeling that I’ve ever had in my life.”

Lola



Make a Difference!

Enhance the lives of vulnerable older adults.
Donate Online!

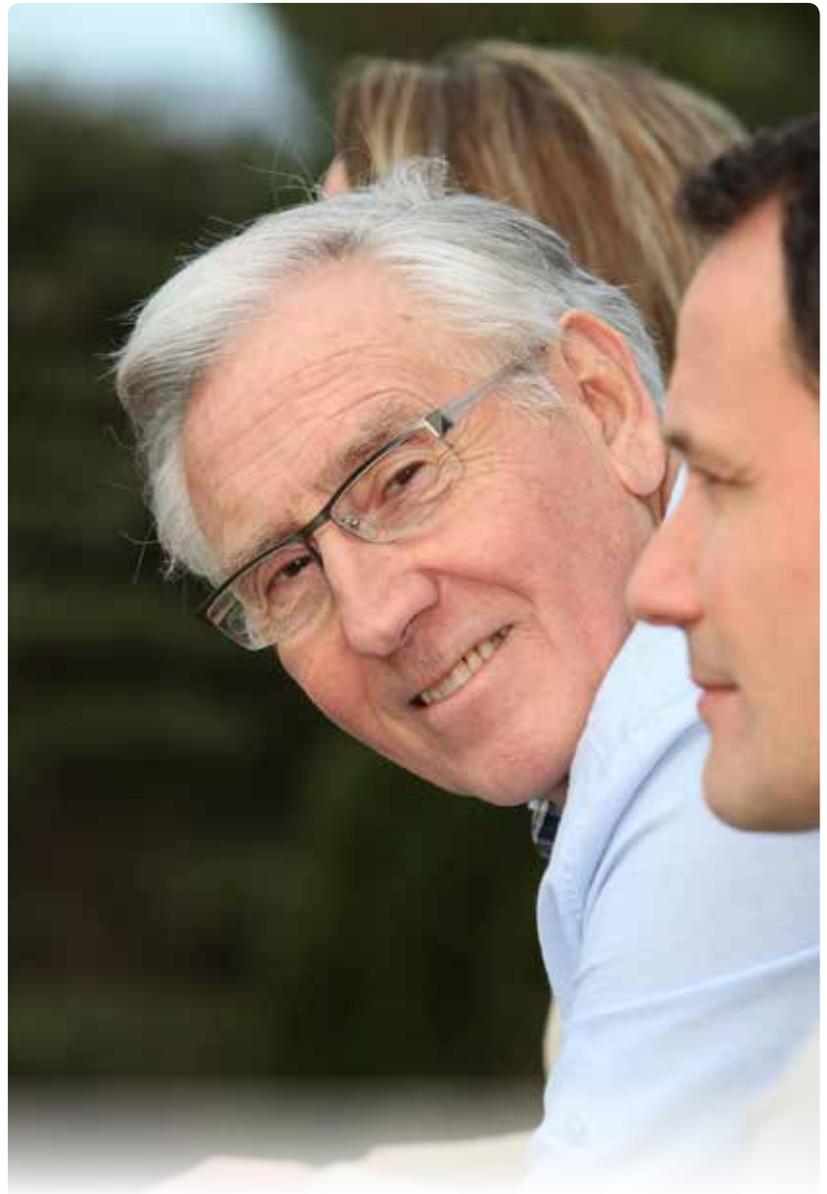
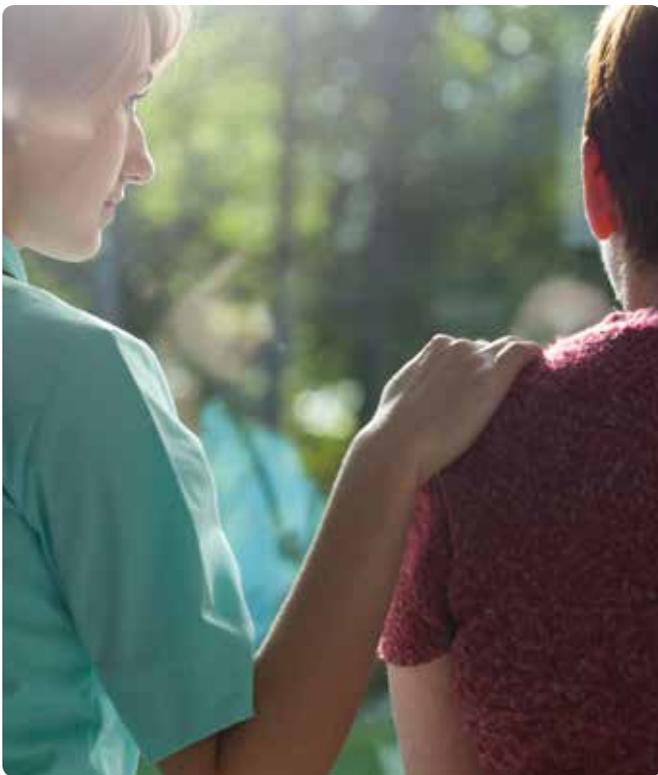
Visit www.seniorcommunity.org. It's secure, quick and easy!

“Senior Community Services’ staff and volunteers do an excellent job; they’re good stewards, too.” Ted Field, donor

Generous Friends!

Thank you! Your financial gifts support the life-enhancing programs and services that enable seniors to live independently for as long as possible, and provide a respite for their caregiving family and friends. Senior Community Services acknowledges the caring individuals, corporations, foundations and associations for their generous giving.

The donor listing is available online at <http://seniorcommunity.org/support-2/2014-generous-friends>. These gifts were provided from January 1, 2014 through December 31, 2014. Every effort is made to ensure accuracy. If you see an error or omission, please call 952-767-7899.



“Senior Community Services impresses us as an organization that helps meet the needs of older adults and supports caregivers. We feel good about partnering with and supporting their mission.”

Peter Cleaveland, UnitedHealthcare team member

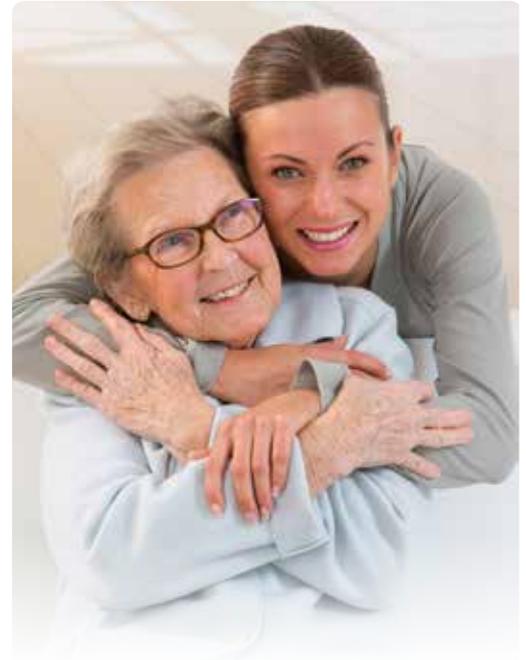
Honor Someone Special With a Tribute Gift

A *Tribute* gift is a wonderful opportunity to honor someone and help Senior Community Services meet the needs of seniors and their caregivers. Your gift lets everyone know that a loved one or friend has been an important part of your life.

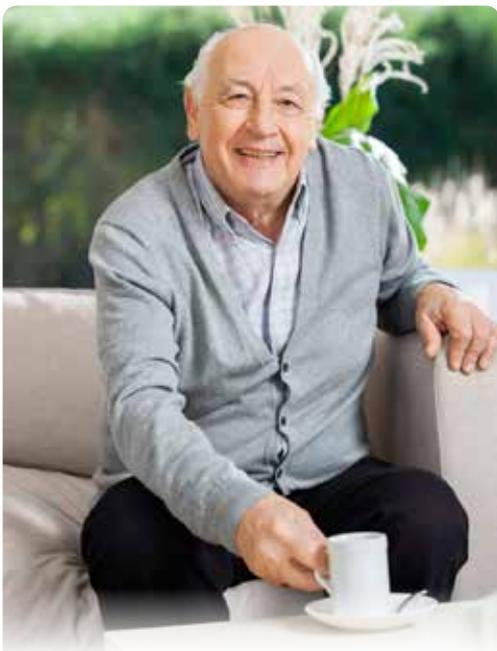
A *Tribute* gift can:

- honor a parent or grandparent on Mother's Day, Father's Day or other holidays;
- commemorate a special occasion such as a birthday, wedding, anniversary, graduation, recital or other memorable moments;
- recognize the military service of a veteran;
- or, honor a beloved staff member or volunteer.

For more information, visit www.seniorcommunity.org and click on SUPPORT.



An Estate Gift is a Wonderful Legacy



An estate or inheritance gift is a great way to make a real difference. Your legacy gift, in the form of a will bequest, living trust or gift annuity is a wonderful final act of generosity. The official legal bequest language for Senior Community Services is:

“I, [name], of [city, state, ZIP], give, devise and bequeath to Senior Community Services, 10201 Wayzata Blvd., Suite 335, Minnetonka, MN 55305 [written amount or percentage of the estate or description of property] for its unrestricted use and purpose.”

Please let us know if you have included Senior Community Services in your will. We would like to thank you for your generosity.

For more information on planned giving options, please contact Deb Taylor at (952) 767-7897 or visit www.seniorcommunity.org.

“I was happy to bequeath \$20,000 to help seniors maintain their independence.”

Marty



Financial Summary

OPERATING RESULTS FOR THE YEAR ENDED DECEMBER 31, 2014

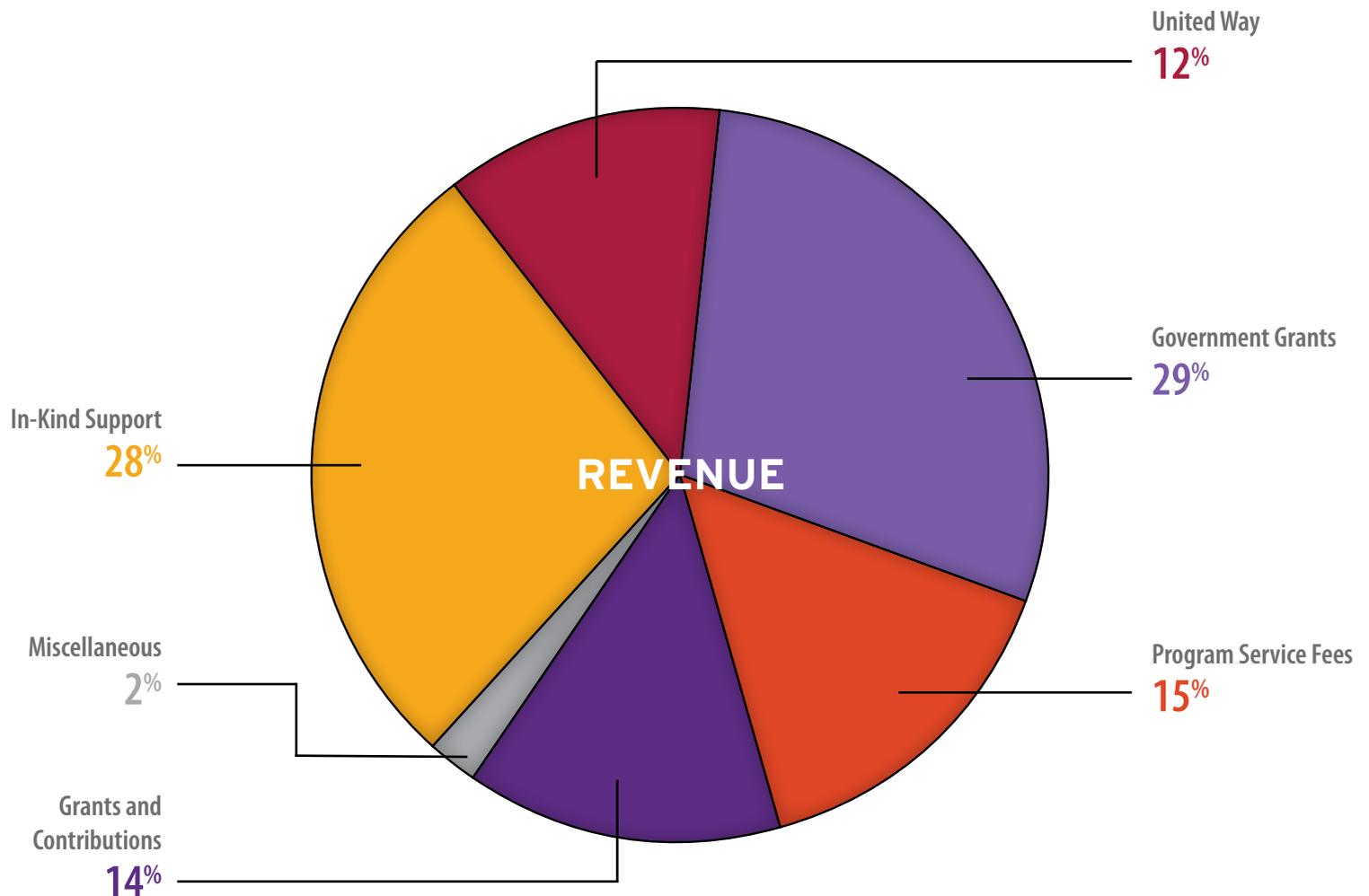
Unrestricted Revenue

United Way	\$270,851
Government Grants	\$651,417
Program Service Fees	\$334,024
Grants & Contributions	\$312,693
Trip Income & Miscellaneous	\$56,054
In-Kind Support	\$642,167

Total Revenue & Support **\$2,267,206**

Expenses

Programs	\$2,246,553
Management and General	\$102,664
Fundraising	\$129,570
Total	\$2,478,787



2015 BOARD OF DIRECTORS AND STAFF

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1st Vice President

Beth Falkenberg

2nd Vice President

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Secretary

Terri Urbaniak

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Jon Burkhaw

Director of Medicare Programs

Kimberlee Bluhm

Gillespie Center Director

Mindy Anderson

Monticello Senior Center Director

Pam Loidolt

Crow River Senior Center Director

Vonnie Waters

A special thanks to Sharon Burnham who has retired from the board after many years of dedicated service.

A special thanks to Sue Gallus (28 years) and Sara Mittelstaedt (22 years) for their faithful staff service.



Senior Community Services
Reimagine Aging Institute

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www.seniorcommunity.org



Reimagine Aging

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