Every day at Friendship Centers, people are sharing the joys of new relationships, developing healthier habits, managing their medical conditions, volunteering to serve those most in need, and learning new ways to improve their own lives and those of others.

In 2016, we touched the lives of some 15,000 older adults and their families. We provided nearly 700,000 “units of service” in the areas of medical and dental services, adult day service and caregiver support, nutrition, exercise, lifelong learning, economic assistance and socialization.

This year’s Community Report tells the stories of our clients from all walks of life with different needs, life experiences and dreams. What they share in common is a desire to live longer — and live better.

Friendship Centers At-a-Glance

Founded: 1973
Market: 50+
Programs offered: 33
Units of service: 693,668
Budget: $16.7 million
Counties: 5
Dining/Activity Sites: 19
Volunteer hours: 59,683
In-kind value of volunteers: $3.2 million

Note: All statistics in this report are for 2016.
**A Message to Our Friends**

**Live. Longer. BETTER.** It’s not just a slogan, it’s something we take to heart for every aspect of the Friendship Centers’ programs, spaces and most importantly, the people.

While we focus on excellence for the present, the drive to keep moving forward keeps us from becoming complacent, stale, or worse, regressing. We are futurizing. Yes, that’s a word, and it goes beyond modernize - we are looking beyond the present and planning for what we cannot yet see.

In 2016 we launched the Friendship Center for Aging Studies, adding to our lifelong learning programs with the mantra of no margin, no mission. We’re tackling sustainability from a position of power, not dependence, taking calculated risks, learning from missteps, adjusting as we go.

Our strategic plan called for commissioned focus group research around our nationally accredited senior centers, revealing attitudes, beliefs and insight about what Baby Boomers seek from programs and spaces. Based on those findings, planning is now underway!

Collaboration with partners ranges from intergenerational mentoring programs in Sarasota to shared space in Naples, from public-private partnerships creating contracted service delivery to co-written grants that generate greater nonprofit-power to address societal challenges.

For the first time in close to a decade, our 2016 financials ended the year in the black - even after including depreciation. Part of this was linked to the implementation of electronic medical records, and the infusion of federal incentive dollars so we can care for more patients, thanks to our volunteer physicians and dentists.

But the most significant driver of this performance was “pennies from heaven,” bequests from members of our Legacy Society, who generously included the Friendship Centers in their estate plans. Legacy support lives beyond today. When you’ve thought about it, give us a call - we would love to invite you for a tour, or better yet, to join our Legacy Society.

Enjoy thumbing through this Annual Community Report, seeing the impact of a Mission that compels all of us to **Live. Longer. BETTER.**

Thanks for being a Friend,
In Sarasota, Collier and Lee Counties, we are saving lives. Low-income older adults, uninsured or underinsured and who meet financial eligibility criteria, come to us in crisis, having neglected their health due to ongoing financial constraints. We offer a lifeline with primary and specialty care, dental care and referrals for specialized services through a network of health care partners.

Over 70% of patients are uninsured and on a sliding fee scale. For those who cannot pay, services are subsidized through our Uninsured Patient Fund, funded by generous donors. No one is refused medical care.

"I was homeless, flying my sign at a busy intersection in Sarasota, and Rosa Valenzuela, who works at the Friendship Centers, rolled down her window and handed me her card. She urged me to get medical help from her organization immediately. It took me a few months to do it, but eventually I went to the dental clinic. I guess you could call it divine intervention, because when I pointed out the lump under my arm, they sent me right over to their health clinic for evaluation. From there I was referred to a cancer treatment plan. Now I can have more time with my grandson. I’m sober and involved in my church. I thank Rosa and the Friendship Centers every day. You folks have extended my lifespan and probably saved my life."
Most of our patients have paid little attention to their teeth over the years - often with devastating results. In Sarasota, Venice and Naples, these individuals can find the help they need at our dental clinics, staffed by volunteer professionals. Services range from routine cleanings and x-rays to fillings, extractions, crowns, dentures and oral surgery.

Our clients have found that a healthy mouth dramatically enhances their quality of life and can even improve job prospects. Some patients pay nothing, while others pay our full fee, which is about one-third of the market rate.

“\nI’ve been coming to the Senior Friendship Health Center in Collier County for nearly 20 years. I didn’t have insurance, and someone recommended it. I could not be happier. Everyone is so polite, caring and courteous. I couldn’t recommend it more. I get my teeth cleaned regularly. I just got a full set of top dentures in January and I’m very pleased. They had to pull nine teeth at once! The dentist was so caring, he kept asking, ‘Are you okay, are you okay?’ I have stubborn teeth and he tried to be as gentle as he could be. As usual everything was right at the Senior Friendship Health Center in Naples. When I go there it’s like having a friend.”

Lucretia Castor | Dental Patient
Our award winning senior centers are models for the rest of the country, and are nationally accredited by the National Council on Aging’s National Institute for Senior Centers. These bustling activity centers are great places to exercise, learn a new language, join a discussion group, dance, play cards or billiards, create art, make music and learn new ways to age well. Friends gather daily for a nutritious lunch in the Friendship Cafés.

Through good times with good friends, we are creating community in every sense of the word.

“My husband and I moved here from Long Island in 2001. We came to the Venice Friendship Center for a cooking demonstration, looked around, and I said to my husband, ‘this place is amazing.’ For many years we played duplicate bridge together. I also enjoyed taking the tap class. When my husband died three years ago, I took a six-month moratorium from everything. When I returned, I realized this is where I had friends, where I could talk to people, where I get such marvelous emotional support. Being on my own, I don’t know what I would have done without this place. Now I volunteer at the Bistro and ballroom dance a couple times a week. It seems like I am here every day for one reason or another! I recommend the Venice Friendship Center to anyone I meet.”

Lorraine Francis | Center Activities Participant
One of our goals is to ensure that adults maintain strong bodies. In Sarasota and Venice, Balance Movement classes are a popular offering. Classes focus on how to improve balance, prevent falls, and develop strength, flexibility and agility. Yoga is another popular activity, with several classes a week for various levels, including chair yoga for those who cannot be on the floor.

Other fitness classes include Silver Sneakers, Rhythm & Moves, Tai Chi and Senior Friendly Aerobics. For dance enthusiasts, there are ballroom and Latin dance lessons, tap dancing, hula, line dancing and dancing to live music.

I come to the yoga class once a week. I’d done yoga before, but never enjoyed it. The classes were too hard, and I got injured because the teacher didn’t accommodate my needs. At Friendship Centers, the instructor is more flexible. She adapts to each person’s capability and builds on that. She modifies the poses and it’s up to that person to do what they are comfortable with. It’s what I would call ‘client-centered’ yoga. If I don’t exercise properly, my back hurts. I also do Zumba, walk and swim. I’m 68 years old, and for me it’s a lifelong effort to strengthen my body so I’m not in pain. Yoga helps maintain my core strength and balance. The class has a loyal following and I’ve made new friends.

Jennifer Huebner | Yoga Student
Participants in Friendship Centers’ Caregiver Support Group share similar responsibilities. They learn from each other – whether it’s how to travel out of town with your loved one or how to deal with sundowning, the late-day agitation common among those with Alzheimer’s and other forms of dementia.

The support groups are a solution-seeking process where members can pick and choose what best fits their caregiving relationship. Support groups are an integral part of The Caregiving Place in both Sarasota and Venice, where caregivers are offered a toolbox of resources.

“My husband Bob is suffering with cognitive impairment. Receiving the diagnosis following the deaths of both my mother and mother-in-law from Alzheimer’s left me angry and in denial. I couldn’t believe this was happening to me, and to him. Luckily, I found the Adult Day program at the Sarasota Friendship Centers. As for me, there is tremendous gratitude knowing he is well cared for and I have time for myself. The Caregiver Support Group has been a godsend. The first time I went, it was such a relief that I started crying. The group is about taking care of me, both physically and mentally. These people understand me, what I am going through. It’s a camaraderie like none other I’ve had in my life.”

Jeanne Goble | Caregiver
Pictured with her husband, Bob
The stress associated with caring for a spouse or parent with cognitive issues is enormous. Now flip this around and imagine the feelings of the person who is in decline: confusion, boredom, loneliness, malaise, maybe even anger. Fortunately, Friendship Centers is there to help.

The Caregiving Place in Sarasota and Venice, and the Adult Day program in Lee County, create an environment where participants can socialize with peers, exercise the body and mind, laugh and have fun, sing and make art. For the participant, it’s nothing short of life renewed. For the caregiver, it brings great peace of mind.

“

I kept forgetting things and my wife, Cindy, realized I needed help. What I like about coming [to the Venice Caregiving Place] is that you have the freedom to choose an activity; you’re not just expected to do the same thing every day. You have choices. You get to see the boats go by, people walking their dogs, the birds singing. For me it’s a place to go every day, like a job, where I can be useful. The staff really makes this place. They always have a positive attitude and they never talk down to a person. Everybody here has some kind of problem, but they accept people for who they are, not what they could have been or what they have been, just themselves. We’re all equal here.”

Sheldon Toepfer  |  Adult Day Client
Isolation is a challenge older adults often face when they choose to age in place. This is where Friendship at Home steps in. The program in Sarasota, DeSoto, Lee and Charlotte Counties offers many benefits to seniors who are homebound or unable to travel unaided. The program matches trained volunteers with those who request a friend to visit, help with errands, play games or just offer companionship.

We take great care in matching volunteers with the personalities, needs, location and interests of their potential clients. Also under this umbrella, we offer friendly phone calls and when needed, an intervention program that provides temporary help for individuals facing a one-time financial crisis.

"I’m almost 90 years old, and I live in Fort Myers with my daughter and son-in-law. They still work, so the days can get really long when you’re alone. I guess they wanted to keep me entertained and out of trouble, so they found this wonderful program at Friendship Centers. My Friendship at Home volunteer, Faith, comes once a week. We used to talk and play Rummikub, but when I mentioned I’d love to play cards, she started bringing some ladies she knew to play Hand and Foot. It’s a great group! We laugh, have some tea and cookies and generally give each other a hard time. We have such fun, everyone is so friendly. It really brightens my day. I just love it."

Nancy Ryan | Friendship at Home Client
Pictured with volunteer, Faith Hartway
Dedicated case managers in Sarasota, Lee and DeSoto Counties ensure that older adults are able to safely remain in their own homes. Many of our clients are disabled, fragile, impoverished and living without family nearby.

Funded through the Florida Department of Elder Affairs and administered through the Area Agency on Aging for Southwest Florida, this program is one of our most meaningful services. Friendship at Home offers dignity and hope.

“...My wife died a few years ago, and now I’m on my own. We don’t have any kids, so no real family. I don’t have a car and I can’t drive anyhow, since I have trouble even standing due to my medical condition. The folks at DeSoto Home Health put me in touch with Friendship Centers, and now I get help at home with personal care, housekeeping, supplies and home-delivered meals. They recently arranged for me to get an emergency button to wear around my neck. My case manager, Erick, does me a lot of good. He calls to check on how things are. I’d be living in squalor without you guys. If it wasn’t for Friendship Centers, I don’t know. Maybe I wouldn’t be living in my home at all.”

Leon Reckinger  |  Case Management Client

1,000 clients aged safely at home in three counties
Nutrition

Friendship Centers takes a leadership role in reaching out to older adults in Southwest Florida who struggle with hunger. Lunch is served weekdays at 19 Friendship Cafés in Sarasota, Lee, DeSoto and Charlotte Counties. Some of our cafés are located in our own centers, while others are offered through partnerships with senior living facilities, apartment complexes, over-55 residences and community centers.

For many, this may be the only hot meal of the day - and the only meal shared with others. Seniors who are housebound receive home-delivered meals. The gratitude of the clients is boundless.

“I’m 97 years old. I’ve been coming to the Friendship Centers for so many years, I’ve lost count! I’m blind from macular degeneration, but it doesn’t prevent me from walking to the Charlotte Towers dining site four days a week. It’s an outing for me; it gets me away from the four walls of my apartment. I no longer cook for myself, so I enjoy the hot, balanced meals. I look forward to talking with my friends. The atmosphere is very warm and welcoming. The dining site manager, Nicole, is my extended family. I love her and her children as my own. I am so thankful to the Charlotte Friendship Centers for providing an enjoyable way to spend my afternoons.”

Margaret “Dolly” Campisi | Dining Client
People Helping People has been the foundation of Friendship Centers since 1973. Volunteers serve in nearly every facet of the organization: as physicians, nurses, greeters, teachers, dance instructors, food servers, technology experts, musicians, friendly visitors, office assistants and more.

Our volunteers have worked more than 1.5 million hours over the last 44 years, with an in-kind value of $44 million. The value goes both ways: in helping others, they help themselves. The fulfillment that our volunteers derive from their work is priceless.

“I found out about the Sarasota Friendship Centers from someone I met at church shortly after moving here in 2013. The next year, I retired. At first I volunteered at the front desk, and now I help out at the Bistro. I’m like the bartender everyone talks to, but I only serve coffee and tea! I know everybody and what’s going on here. I’m a good listener. A lot of people here are in the same situation as me, having lost a spouse. We talk about moving on in life, moving forward. It’s a great feeling when I get that smile, it generates a positive flow. This place is like extended family, especially the guys in the band - many people don’t realize that they are volunteers, too. This is a peaceful, joyful place to be every single day.”

Services donated by program volunteers valued at $3.2 million
Donors
2016

Our sincere appreciation goes to friends in the business community, foundations, government sector and human services, as well as individual donors. Together we are ensuring older adults can Live. Longer. BETTER.

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Sarasota County Human Services
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2,486 gifts received in 2016
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Stanford Weiss*  
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*Deceased

**Gift received in 2015

Please accept our sincere apologies for any errors or omissions. Call 941.556.3205 with corrections.
Support Our Mission

Whether to support our mission through annual fund giving, corporate partnership, planned giving, endowments or attendance at fundraising events, gifts of any amount are appreciated. Memorial, tribute donations and larger gifts associated with naming opportunities are always welcomed.

We are especially grateful to our Legacy Society members who have chosen to leave a gift that will support Friendship Centers beyond their lifetimes. Legacy gifts are typically designated for the Senior Friendship Centers Foundation, Inc, a nonprofit that ensures support for generations to come. Periodic contributions from the Foundation are critical to our operations and to support those in greatest need.

Meet Our Legacy Heroes

Friendship Centers holds a special place in our hearts. We try to support it every way possible, because we’ve seen firsthand the lives that have been changed and enriched. We’ve both volunteered at the Venice Friendship Centers for over a decade and have seen the many wonderful things happening there – the classes, activities and assistance people receive who are going through difficult times. We’ve had a lot of blessings, and we believe in giving back.

Bud and Dixie Hoffman
Legacy Members

How To Give

By phone: Call 941.556.3205
Online: Visit friendshipcenters.org/donate
By mail: Friendship Centers Development Office, 1888 Brother Geenen Way, Sarasota, FL 34236

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# Financials

## Revenues

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<th>Source</th>
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<td>Governmental Contracts</td>
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<tr>
<td>Local County Support &amp; United Ways</td>
<td>$1,492,374</td>
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<td>Donations</td>
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<td>In-Kind Professional Donations</td>
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<tr>
<td>Program Fees / Other</td>
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<td><strong>Total Revenue</strong></td>
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**Revenues 2016**

- **Governmental Contracts**: 46%
- **Program Fees / Other**: 15%
- **Donations**: 13%
- **In-Kind Professional Donations**: 17%
- **Local County Support & United Ways**: 9%

## Expenses

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<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
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<tr>
<td>Salaries &amp; Fringe Benefits</td>
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<tr>
<td>In-Kind Professional Contributions</td>
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<td>Special Events &amp; Other</td>
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<td>Depreciation</td>
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<tr>
<td><strong>Total Expense</strong></td>
<td><strong>$16,683,697</strong></td>
</tr>
</tbody>
</table>

**Expenses 2016**

- **Program Services**: 92%
- **Administrative & Fundraising**: 8%

## Net Operating Income

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations</td>
<td>$142,656</td>
</tr>
<tr>
<td>Management &amp; Fundraising</td>
<td>$177,754</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$320,410</strong></td>
</tr>
</tbody>
</table>
Live. Longer. BETTER.

Our Mission: To promote health, dignity and quality of life throughout the journey of aging.

**Sarasota County**
1888 Brother Geenen Way
Sarasota, FL 34236
941.955.2122

- Licensed Adult Day Services & Caregiver Resource Centers
- Social & Home Delivered Meals
- Case Management
- Friendship at Home
- Lifelong Learning & Road Scholar
- Medical, Dental Clinics & Wellness Education
- Volunteer Services
- Nationally Accredited Senior Centers

**DeSoto County**
2350 Scenic Drive
Venice, FL 34293
941.493.3065

- Social & Home Delivered Meals
- Case Management
- Friendship at Home

**Charlotte County**
Rebecca Neal Owens Center
27420 Voyager Drive
Punta Gorda, FL 33983
941.255.0723

- Social & Home Delivered Meals
- Friendship at Home

**Lee County**
5272 Summerlin Commons Way #604
Fort Myers, FL 33907
239.275.1881

- Licensed Adult Day Services
- Social & Home Delivered Meals
- Case Management
- Friendship at Home
- Health Clinics
- Retired & Senior Volunteer Program (RSVP)

**Senior Friendship Health Center**
2355 Stanford Court #701
Naples, FL 34112
239.566.7425

- Medical & Dental Clinics

friendshipcenters.org