

Community Report 2018

EYES ON THE MISSION

People Helping People



Isolation and loneliness are the malnutrition of the elderly.

- Brother William Geenen, CSC, Friendship Centers founder



There were nearly **33,000 visits** to our Senior Centers last year.

50% of adults live longer as a result of social connection.

Our Friendship at Home program helped **over 1,158** isolated seniors feel less alone last year.

273,900 MEALS TO HUNGRY elders last year.

*1 in 6 older adults in Florida faces food insecurity.
1 in 10 seniors in Florida lives in poverty.*

LAST YEAR, **600** program volunteers donated services valued at **\$3.2 MILLION**

*Every day we change lives.
Our success is built on a network of volunteers.*

IN 2017 THERE WERE OVER **16,000** PATIENT VISITS TO OUR MEDICAL & DENTAL CLINICS.

Nearly one-third of low income older adults delay dental care for financial reasons.

84 Legacy Society MEMBERS

EST. 2002



Our Adult Day Services PROVIDED OVER **83,386** hours of respite care in 2017.

IN 2017 OVER **1,070** older adults dined at our Friendship Centers' Dining Cafés.

975 OLDER ADULTS received case management services in 2017 to help them remain independent in their own homes.

Our Caregiver Resource Centers DELIVERED OVER **3,359 HOURS** OF SUPPORT AND EDUCATION LAST YEAR.

Nearly 70% of caregivers say caring for a loved one is the NUMBER 1 stress in their lives.



EYES ON THE MISSION

Dear Friends,

2017 was a pivotal year for the Friendship Centers, testing our resolve and putting into clear focus the importance of our mission to the communities we serve. The 'perfect storm' came from all sides, inside and out. Funding challenges, significant capital expenditures and then Hurricane Irma, stressing our human and financial resources. Through it all, the entire organization remained steadfast in ensuring our support/services were not interrupted.

Fortunately, as with many organizations that endure the test of time, 2017 has provided the Friendship Centers the foresight to continue to strengthen our resources while adapting to meet the evolving and growing needs of our aging community.

The one constant is our Mission – to promote health, dignity and quality of life throughout the journey of aging. We took care of our clients, no matter what. We are proud of that.

As we planned for 2018, we worked hard to get our 2018 budget in line with the reality of our future finances and funding, looking at every aspect of the organization, including administration and other indirect costs.

Here's what you should know:

- We pledge to safeguard and continue our programs and services that mean so much to our elders. Our Mission remains our beacon.
- We did not end 2017 in a deficit because our Board authorized a substantial, additional draw from our Foundation. But we realize this is not meant to be a piggy bank; it should grow in value and distribute earnings to advance the Mission.
- We seek support for the organization to strengthen our financial health. There have been discussions that pushed us, decisions that stretched us. It's about preserving the Mission.
- We are preparing for future challenges – whether they are triggered by policy, economy or society. We will do this to assure the Mission.

Our vision is clear: Continue serving an ever-growing senior population with the highest quality of programs and services and remain the leader in our industry.

Thank you – our donors, volunteers, staff, and friends for your consistent support. Please visit our website friendshipcenters.org/Community_Report2018 for a list of our generous donors and partners.

With eyes on the Mission,

Kevin Maisch
Board Chair & Volunteer

Erin McLeod
President & CEO



Kevin Maisch
Board Chair & Volunteer



Erin McLeod
President & CEO

FRIENDSHIP

“ Being alone in the house can be isolating. Sitting there doing nothing didn’t help. When I found Friendship Centers I was welcomed with open arms. I feel like I am part of a new community. ”

Bob McGee, *Activity Center Participant and Volunteer*

When Bob McGee lost his left leg, he wasn’t sure what the future would look like. His wife still worked part time and he was alone much of the day. Bob’s wife could see his lack of interest in life and suggested he visit Friendship Centers in Sarasota to socialize and make some new friends. At first, Bob sat by himself in a corner, but he was greeted with smiles and friendship every day and soon started participating. Today Bob not only loves coming to the center, he’s a beloved volunteer, calling bingo games twice a week.

Bob’s story is a happy one because he had his family’s support, and they helped him find friendship and a way to give back through volunteering. The story is not so sunny for many seniors, however.

An AARP Public Policy Institute study showed that socially-isolated older adults were likely to be sicker and die sooner, and have higher healthcare expenses than seniors who retain their social connections. However, the good news is The National Association of Area Agencies on Aging says community-based programs and services are critical in helping ward off potential problems and improving quality of life for older people. Friendship Centers not only combats isolation with activities and programming, but offers myriad opportunities for volunteerism.



DID YOU KNOW?

The number of seniors aging alone is expected to grow to one in four out of 76 million baby boomers, meaning as many as 19 million older adults could become isolated.

IN 2017

- Over 600 Friendship Centers volunteers donated services valued at \$3.2 million
- We collaborated with Sarasota Memorial Hospital to create healthy aging programming called “Walk & Talk”
- Our new LGBTQ support groups for seniors in Sarasota have been a huge success, with plans to expand into other locations



There were nearly
33,000
visits
to our Senior
Centers last year.

50% of adults live longer as a result of social connection.

NUTRITION

“When our volunteers deliver the food bags to us they don’t look down on us because we need help. They are the sweetest people, so friendly and obliging. I just love them.”

Barbara Litzkow, *Share and Care Food Bag Delivery Client*

Barbara and Dan Litzkow, seniors who live in Lee County, are just two of the 216 seniors in Lee County who receive food bags twice a month through the Friendship Food Bag program, administered through Friendship Centers, in collaboration with the Harry Chapin Food Bank. Barbara applied for assistance with the Area Agency on Aging, and they referred her to Friendship Centers. Together with Friendship Centers volunteers and RSVP volunteers, food bags are collected and delivered to hungry seniors.

Barbara says she can’t wait for the food bags to arrive, and she doesn’t know what they would do without this assistance. She figures they’d get by, but would never be able to afford the variety and healthy food they get with the program. In addition to receiving healthy and nutritious food, Barbara says they get friendship, too. She can’t say enough about her friendly volunteer, Judy. Judy and her husband have been regularly delivering bags to the Litzkow home and while these visits are usually brief, it’s another way we help seniors stay connected and social.



DID YOU KNOW?

Food insecurity is a looming problem for many seniors in Florida, and it is not going away. As the population ages, the number of people aged 60 and over facing hunger is projected to increase by 50% between now and 2025 when the youngest Baby Boomers reach age 60. That’s just seven years from now. And today, one in six older adults in Florida faces hunger.

IN 2017

- Friendship Centers operated 19 cafés and dining sites where meals were served and many also offered activities
- In Lee County, volunteers delivered more than 3,638 food bags to 216 clients
- Friendship Centers provided more than 149,584 prepared meals to 612 home-delivered meal program clients in four counties

273,900
MEALS SERVED TO HUNGRY SENIORS
 in our dining
 cafés last year

1 in 10 seniors in Florida lives in poverty.

FRIENDSHIP AT HOME CASE MANAGEMENT

“ I am so blessed by the services of the Friendship Centers. My case manager is just great and he keeps in touch with me. Any time I need him he returns the call right away. I feel very lucky. ”

Debbie Ianuzzi, Case Managed Client

Debbie Ianuzzi lost her liver many years ago, and the toll it's taken on her body may not show in her bright smile and easy laugh, but it has slowed her down considerably. Though she received a liver transplant, she still relies on anti-rejection medicine to keep her alive. Unfortunately, the drugs that help her keep her liver healthy have damaged her kidneys, causing her to be hooked up to a dialysis machine three times a week for up to three hours a day. She credits Friendship Centers with helping her regain her ability to remain independent and in her home.

Through Friendship Centers' case management program in DeSoto County, Debbie has a dedicated case manager who found her the help she needs at a very low cost. Many clients like Debbie need assistance with everyday activities, and services like food delivery, food preparation, bathing, cooking, Friendly Visitors and more help her stay in her home.

Debbie is fortunate she found the help she needed. However, many are not so lucky.



DID YOU KNOW?

In Florida about one in 10 seniors lives in poverty, and many of those face medical and food insecurities.

IN 2017

- Friendship at Home helped over 1,158 isolated seniors feel less alone last year
- Our case managers serve as a lifeline for those who want to remain in their own homes for as long as possible
- Friendship Centers serves as a fiscal agent for Seasons of Sharing and helped 90 individuals with more than \$39,128 of community support, paying for utility bills, past-due rent, car repairs and more, keeping seniors from homelessness



**975 OLDER
ADULTS**

**received case
management services**

**in 2017 to help them remain
independent in their own homes.**

DENTAL CLINICS

“Thank God for this place. I think it’s a wonderful thing for people in my situation.”

Keith Mirabal, Dental Patient, Venice Health Clinic

Part of the huge problem facing the aging population is the fact that Medicare offers no dental care at all, and many seniors are unaware of this until they retire. Seniors on a limited income with no insurance delay or can’t afford needed dental care.

When Keith Mirabal visited the Venice dental clinic, his teeth were rotting. Poor dental care was exacerbated by chemotherapy and radiation treatments to combat his cancer. After dealing with three rounds of chemo and 33 radiation treatments, his teeth were in such terrible condition they could not be pulled because they would break off. His teeth needed to be cut out and his gums stitched up to heal.

After several months, volunteer dentists and dental assistants were able to take impressions and new dentures were ordered. Now Keith can smile and eat food, things he was unable to do before.

Keith is just one of the 3,500 low-income older patients our medical and dental clinics served in Sarasota, Lee and Collier counties during 2017. Staffed mostly by volunteers, our clinics offer a safety net to those over 50 who are underinsured or not insured at all.

As the population ages, this problem will only become more critical.



DID YOU KNOW?

According to the Centers for Disease Control, nearly one in four senior citizens in the U.S. have no natural teeth left, and only two percent of retirees have dental coverage from a previous employer.

IN 2017

- The clinics served more than 3,500 individual patients
- Close to 200 professionals volunteer their time and expertise
- Over 87 percent of the patients treated have more than one chronic disease — diabetes, hypertension, COPD or poor cardiac health

IN 2017 THERE WERE OVER

16,000

**PATIENT VISITS
TO OUR MEDICAL
& DENTAL CLINICS.**



Nearly one-third of low income older adults delay dental care for financial reasons.

CAREGIVING & ADULT DAY CARE

“Knowing that my mother is at The Caregiving Place, where they take such good care of her, is a relief. This is a jewel of a place.”

Connie McDonald, Caregiver for her mom, Mary Rothermel, a client at The Caregiving Place in Venice

Three days a week, 90-year-old Mary Rothermel gets to spend her day doing interesting and fun activities at The Caregiving Place in Venice. She attends the adult day care program while her caregiver, daughter Connie McDonald, gets to take care of her own interests, meet her husband for lunch, or do chores without worrying because she knows her mom is being cared for in a safe, loving and home-like setting. Friendship Centers operates three licensed adult day care programs in Southwest Florida for those with Alzheimer's, dementia or other cognitive or physical challenges; two in Sarasota County and one in Lee County.

Connie says she fretted about how to keep her mom engaged and happy but also felt the guilt that so many caregivers feel when they consider a day program for their loved ones.

At both The Caregiving Place locations in Sarasota County and through the program in Lee County, caregivers can also join support groups which are open to all caregivers, attend educational classes and seminars, obtain printed materials and resources and are offered additional support.

Friendship Centers is on the forefront of providing affordable, quality, licensed adult day care services in Southwest Florida. This service will only become more urgent as the population ages.



DID YOU KNOW?

Feeling stressed is something most caregivers experience during their caregiving journey. In fact, according to a recent study, 40-70 percent of family caregivers have significant symptoms of clinical depression. The most recent estimate is that the physical and emotional impact of dementia caregiving resulted in \$9.7 million in healthcare costs for caregivers.

IN 2017

- The Caregiver Resource Center delivered over 3,359 hours of support and education
- Combined, the adult day programs provided day care to more than 262 clients



**Our Adult Day Services
PROVIDED OVER
83,386
hours of respite
care in 2017.**

MEDICAL CLINICS

“Senior Friendship Health Center has given me the best care of my life. All of the staff are amazing. The care they give me and their professionalism are great. They treat me so well, and I am thankful every day for their help.”

Sarah Mahan, Medical Patient, Senior Friendship Health Center

Suffering from debilitating emphysema in addition to COPD and nerve damage to her foot has put a heavy burden on Sarah Mahan's ability to live a happy and healthy life, something many take for granted. Unless you met Sarah and listened to her story, you wouldn't be able to understand the hardships she has undergone just to be able to breathe.

She credits the volunteer physicians and dentists at the Senior Friendship Health Center in Collier County for her positive outlook on life, and for her better health. Medications she requires are difficult to get and expensive, and without the help of her dedicated medical team she doesn't know what would happen to her.

Our four health centers are sometimes the only safety net for older adults who are uninsured or underinsured to receive quality medical and dental care.



DID YOU KNOW

Nine out of 10 Americans 65 and older are receiving Social Security and for many, that is their only income. When faced with visiting a doctor or buying food, many seniors choose food and put off medical treatment. Even with Medicare, many seniors need help paying monthly premiums, annual deductibles, and prescription drug co-payments.

IN 2017

- Our medical and dental clinics serve as training facilities for medical students from a variety of schools including USF, Notre Dame and LECOM
- Volunteer physicians and dentists gave \$2.3 million in in-kind service



IN 2017 THERE WERE OVER

16,000

**PATIENT VISITS
TO OUR MEDICAL
& DENTAL CLINICS.**

Nearly one-third of low income older adults delay dental care for financial reasons.

LEGACY SOCIETY

Anonymous
Steven and Dale Adler
Leah Barker
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Harry and Renate Benz
Guy and Patricia Bond
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Pam Wilson
Roger and Ruth Woodrow
**As of July 2018*



Dr. Richard and Jean Georgiades, Friendship Centers volunteers and members of the Legacy Society



84

Legacy Society

M E M B E R S

EST. 2002

WHY WE GIVE TO FRIENDSHIP CENTERS

“I started volunteering at Friendship Centers about 20 years ago, at that time the dental clinic was just one room with two chairs – one chair for the optometrist and one for the dentist.”

Dr. Richard Georgiades

Dr. Richard Georgiades and his wife, Jean, are proud members of the Legacy Society, which recognizes donors who have included Friendship Centers in their estate planning. However, five or six years ago they decided to go ahead and donate their money to Friendship Centers directly, rather than waiting to bequeath it.

“I started volunteering at Friendship Centers about 20 years ago,” says Richard, a retired dentist. “At that time the dental clinic was just one room with two chairs – one chair for the optometrist and one for the dentist.”

They were also instrumental in opening the Rubin Center for Healthy Aging, which houses the medical and dental clinics at Friendship Centers’ Sarasota campus. Through their kind sponsorship we were able to pay for three dental exam rooms in the Rubin Center.

“Friendship Centers has so many special programs,” says Jean. She is involved with a number of community organizations but says “Friendship Centers has been our *Number One*.”

Richard volunteered his time at the clinics until recently. “It’s a great organization,” he says.

DONORS 2017

Our sincere appreciation goes to friends in the business community, foundations, government sector and human services, as well as individual donors who have kindly donated \$5,000 or more to Friendship Centers. Together we are ensuring older adults live with health, dignity and quality of life.

Major Business and Community Partners



Agency & Government Funders

Area Agency on Aging for Southwest Florida
Charlotte County Board of County Commissioners
City of Punta Gorda
Department of Health for Sarasota County
Florida Department of Elder Affairs
Lee County Human Services
Sarasota County Human Services
United Way of Charlotte County
United Way of Collier County
United Way of Lee County
United Way of South Sarasota County
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Top In-kind Donors

Herald-Tribune Media Group
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The Eye Associates
Northern Trust
Sarasota Memorial Community
Specialty Clinic
Seniors Blue Book

To learn more about becoming a Community Partner, please contact Jane Icely at 941.556.3215.

DONORS 2017

\$50,000+

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The Patterson Foundation
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The Community Foundation
of Sarasota County

\$25,000+

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\$10,000+

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\$5,000+

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\$2,500+

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Aston Gardens at Pelican Marsh
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\$1,000+

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\$500+

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Wellmed Charitable Foundation
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Dr. Marny Williams
Frank and Anita Zimmerman

FINANCIALS

Senior Friendship Centers Statement of Operating Activities
for the year ended December 31, 2017

REVENUES

| | |
|------------------------------------|----------------------|
| Governmental Contracts | \$ 8,345,710 |
| Local County Support & United Ways | \$ 1,240,339 |
| Donations | \$ 2,134,774 |
| In-kind Professional Donations | \$ 2,531,567 |
| Program Fees / Other | \$ 2,675,154 |
| Other In-kind Donations | \$ 498,395 |
| Total Revenue | \$ 17,425,939 |

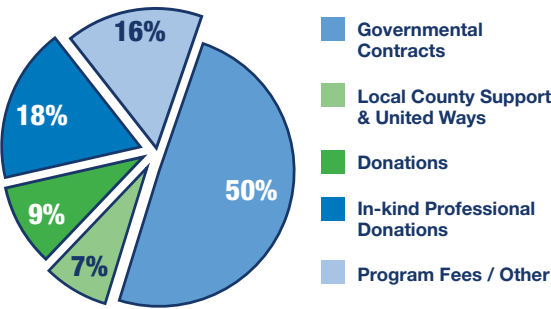
EXPENSES

| | |
|------------------------------------------|----------------------|
| Salaries & Fringe Benefits | \$ 4,949,922 |
| In-kind Professional Contributions | \$ 2,531,567 |
| Travel | \$ 90,516 |
| Rent | \$ 216,340 |
| Communications & Utilities | \$ 327,638 |
| Printing & Supplies | \$ 418,604 |
| Food / Meals | \$ 1,439,805 |
| Service Subcontracts & Professional Fees | \$ 6,752,828 |
| Maintenance & Repairs | \$ 454,620 |
| Insurance | \$ 90,679 |
| Special Events | \$ 221,851 |
| Total Expense | \$ 17,494,370 |

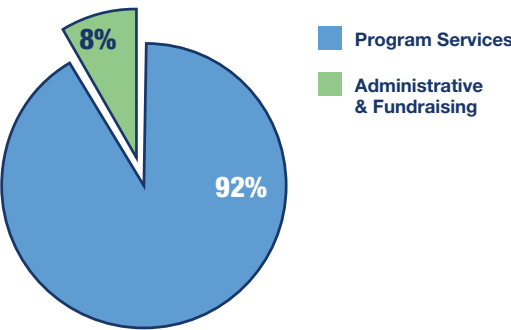
NET OPERATING INCOME / (LOSS)

| | |
|--------------------------|---------------------|
| Depreciation | \$ (546,019) |
| Operations | \$ (595,391) |
| Management & Fundraising | \$ 526,960 |
| Total | \$ (614,450) |

REVENUES 2017



EXPENSES 2017



OUR MISSION

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

BOARD OF GOVERNORS

Kevin Maisch, *Chairman*
John Counsell, *Vice Chair - South*
Patricia Courtois, *Vice Chair - North*
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Thomas Logio, MD
Robert Nordland, MD
Christine Schlesinger
Karen Reynolds, DPN (*In Memorium*)
Harold Ronson (*Emeritus*)

LOCATIONS

SARASOTA COUNTY
1888 Brother Geenen Way, Sarasota, FL 34236 | 941.955.2122
2350 Scenic Drive, Venice, FL 34293 | 941.493.3065

LEE COUNTY
5272 Summerlin Commons Way, #604, Fort Myers, FL 33907 | 239.275.1881

DESOTO COUNTY
219 West Oak Street, Arcadia, FL 34266 | 863.494.5965

CHARLOTTE COUNTY
27420 Voyageur Drive, Punta Gorda, FL 33983 | 941.255.0723

COLLIER COUNTY
Senior Friendship Health Center
2355 Stanford Court, Unit 701, Naples, FL 34112 | 239.566.7425

friendshipcenters.org



Contributing factors to the year-end deficit included: individual contributions down by 30%, funding reductions in a few areas, and lost revenue and continued operating expenses during the week of Hurricane Irma due to loss of power in some areas up to a week. The impact occurred as the final quarter of the year approached, without enough time to turn around. Management is working closely with the Board and its Finance Committee to monitor the situation. Budgeting for 2018 included increased focus on revenue enhancement coupled with cost containment wherever possible. All the while, the demand for services increases with this growing demographic.