



BEHIND THE WHEEL

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2023 - 2024 Annual Report
May 2025

Note from the Executive Director



The 2023 - 2024 fiscal year was a powerful testament to the heart of AgeWell Services - resilience, compassion and community. Thanks to the dedication of our team, volunteers and supporters, we provided thousands of life-sustaining meals, wellness visits, non-emergency medical rides and moments of joy to over 10,000 older adults in Oceana, Muskegon and Ottawa counties last year.

Even as we navigated financial headwinds and rising costs, our commitment never wavered. We found creative ways to stretch resources, collaborate more deeply with our community partners and prioritize programs. This spirit of innovation and determination has allowed us to continue reaching those most in need, ensuring that no one feels forgotten or alone. The impact we made together last fiscal year has carried into this new fiscal year with strength and momentum.

Looking ahead through this fiscal year, while we face tough choices, including the closure of two programs, we remain focused on what truly matters: serving older adults with dignity and care. We are inspired by the strength of our community and the generosity of our supporters. With your continued partnership, we will meet the challenges ahead and build a brighter, more connected future for those who count on us. Together, we are proving that even in difficult times, compassion finds a way.

Kris VanderStelt

Kris VanderStelt
Executive Director

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2025 Board of Directors

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Treasurer Rick Snellenberger	
Secretary Lorena Frederick	Ex-Officio Uvett Brown

Annual Report

Welcome to the 2023 - 2024 annual report for AgeWell Services, a reflection of incredible impact we've made together in the lives of **over 10,000 older adults** across our community.

Food Access

Lunch & Activity Centers and Meals on Wheels

319,883 meals served **3,637 older adults served**

Lunch & Activity Centers: 110,561 Lunch & Activity Centers: 1,099
Meals on Wheels: 209,322 Meals on Wheels: 2,538

Project Fresh

Oceana County

Older adults served: 85
Coupons provided: 90



Muskegon County

Older adults served: 298
Coupons provided: 300

Healthy Harvest Kits and Farm Fresh Bags



15,070 individuals impacted

30% of individuals were older adults

30,887 pounds of food served

16 farmers provided local food

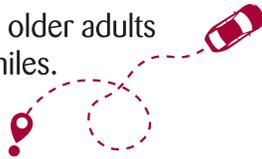


Funded through Local Food Purchase Assistance (LFPA)

Senior Medical Transportation

7,520 rides provided

provided by volunteers for 258 older adults traveling over 87,812 miles.



Wellness Center

837 older adults

participated in at least 1 program activity at our Wellness Center



Seeking Justice

149 Elder Justice cases investigated

by the SafeSeniors team, providing support and seeking justice for older adult victims of abuse neglect and financial exploitation.



2,464 people reached in person

with information and education about Elder Justice and how to report abuse, neglect and financial exploitation.

Senior Center Activities

556 older adults

participated in 241 activities at our Lunch & Activity Centers and other community locations.



Board of Directors, Team Members and Volunteers



10 Board of Directors members
all three service counties represented

90 dedicated paid team members

18,730 volunteer hours

donated by 299 outstanding volunteers valued at \$591,681.

2023 Independent Sector value of one volunteer hour in Michigan is: \$31.59

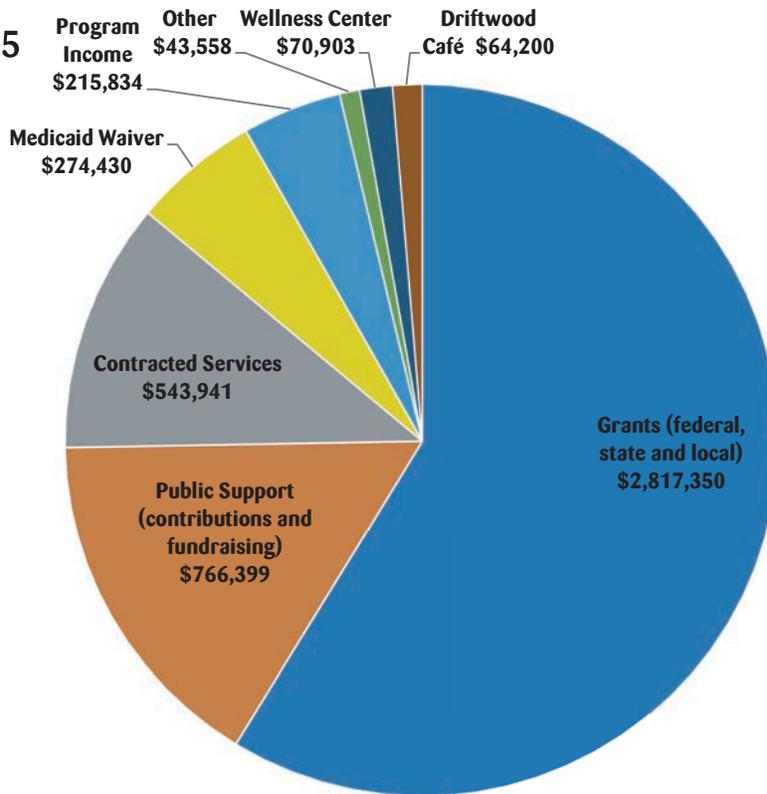


Financial Report

The 2023 - 2024 financial report highlights a year of careful stewardship and strategic decision-making in the face of economic challenges. Through thoughtful resource management and community support, we continue to deliver essential services while laying the groundwork for a sustainable future.

Income

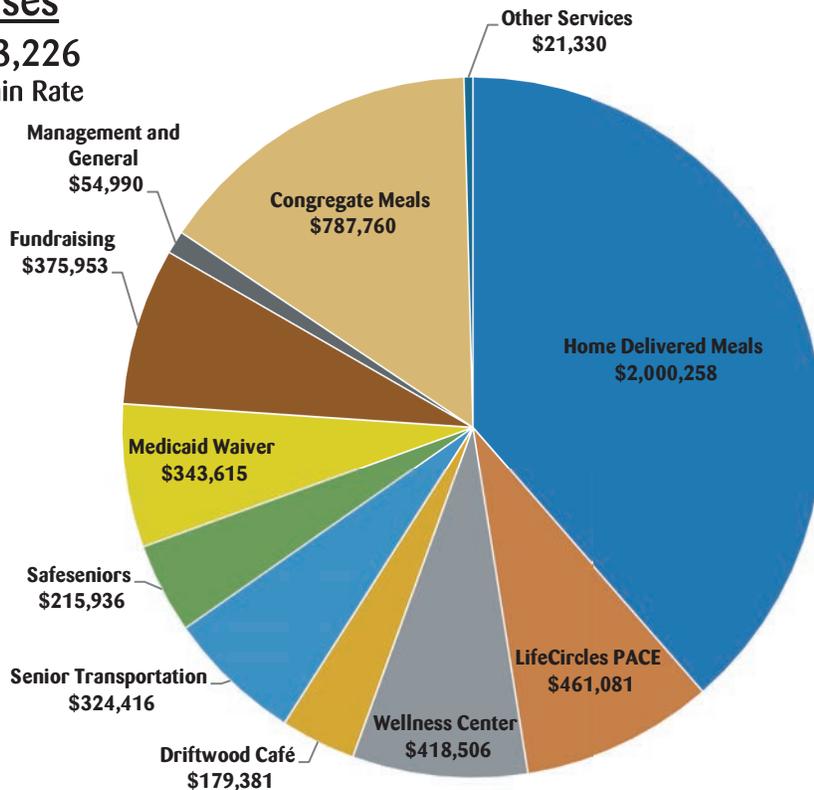
\$4,796,615



Expenses

\$5,183,226

8% Admin Rate



Generous grant support provided by:

- City of Muskegon
- City of Norton Shores
- City of Roosevelt Park
- Delta Dental Foundation
- Dalton Township
- Fruitland Township
- Fruitport Charter Township
- Glick Philanthropies Community Relief Fund
- Laketon Township
- Love is Love LGBTQ+ Fund of the Community Foundation for Muskegon County
- Michigan Department of Health and Human Services
- Michigan Department of Transportation
- Michigan Health Endowment Fund
- MI Nonprofit Relief Fund administered by the Michigan Nonprofit Association (MNA) and the Michigan Department of Labor and Economic Opportunity (LEO)
- Muskegon Charter Township
- Muskegon County Lion's Club Fund of the Community Foundation for Muskegon County
- Muskegon County Senior Millage
- Prevent Elder and Vulnerable Adult Abuse, Exploitation and Neglect Today (PREVNT)
- Senior Resources of West Michigan
- Sister Simone Courtade Fund - Trinity Health Muskegon
- The Samuel L. Westerman Foundation
- The Shaw and Betty Walker Foundation
- United Way Emergency, Food and Shelter Program
- United Way of the Lakeshore
- White Lake Community Fund of the Community Foundation for Muskegon County
- William R. Lather's Foundation Fund of the Community Foundation for Oceana County
- Women's Division Chamber of Commerce



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More Than a Meal: How Meals on Wheels Brings Nourishment and Connection



Diane and her volunteer Meals on Wheels delivery driver, Joe.

At 75, Diane has weathered more than her share of storms. Since her cancer diagnosis in 2018, daily life has grown increasingly challenging. No longer able to drive or shop, Diane found a lifeline in Meals on Wheels, a service that now provides her only regular source of food. “I can’t get out anymore,” Diane shared. “These meals are my main sustenance.”

What makes the program truly special for Diane is not just the delicious variety - like her beloved haystack pork sandwich - but the love and care behind every meal. More than just food, the program brings connection. Diane cherishes the delivery drivers who’ve become like family.

For Diane, Meals on Wheels means more than meals - it’s nourishment, connection, love, support and a reason to smile each day.