



BEHIND THE WHEEL

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March 2026 ~ 2024-25 Annual Report

Embracing Innovation to Strengthen Impact

Over the past several months, you may have heard about changes to our Meals on Wheels program. Our goal is simple: to provide greater choice flexibility for the older adults we serve, while ensuring the long term sustainability of this vital program. As community needs evolve and government resources fluctuate, we must continue adapting in ways that strengthen our impact today and protect our ability to serve tomorrow.

To achieve this, we are implementing Meals on Wheels changes in three phases:

- Phase 1, June 2025: streamlined the types of meals available and adjusted delivery days for certain routes. This allowed for better cost and operations management, while maintaining the quality, quantity, nutritional standards and social connection our participants rely on.
- Phase 2, October 2025: transitioned all routes to a 3 day per week schedule, with meals delivered hot, flash frozen or a combination. This improves efficiency and reduces costs, allowing us to serve more individuals.
- Phase 3: participants will have the opportunity to choose their own meals from a menu of options. Freshly made meals will be flash frozen, giving participants greater control over when they eat, while preserving quality and nutrition. As this phase requires significant planning and coordination, the launch date has yet to be determined.

We are confident these steps are moving AgeWell Services in the right direction. By embracing innovation and operational improvements, we are positioning Meals on Wheels to remain sustainable for years to come, while continuing to delivery high-quality meals, meaningful choices and essential connection to the older adults who depend on us.

Your partnership makes this work possible. Thank you for your continued support as we strengthen and evolve.

With gratitude,

Kris VanderStelt, Executive Director

P.S. Be sure to check out the enclosed Annual Report for a review of last year's great work!

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Mission Statement

AgeWell Services invites you to redefine age! We provide vital connections to keep you nourished, active, learning and living independently.

AgeWell Programs Positively Impact the Lives of Older Adults.

At AgeWell Services, every program is about more than the service itself.

More than a meal, more than a ride, more than a box of food.

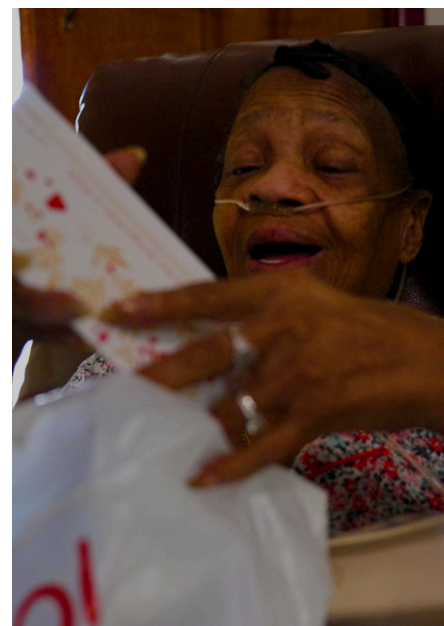
Each interaction creates connection, dignity and community for the older adults we are honored to serve.

A Meal That Makes a Difference

Meals on Wheels has been an important part of one local man's daily routine. Living independently with an intellectual disability, he is able to prepare simple meals on his own, but variety, balanced nutrition and portion control can be challenging. That's where Meals on Wheels has made a meaningful difference.

Each delivery brings more than just food. It brings excitement. He often calls his family to share what was on the menu that day, proudly describing the "great foods" he received. The variety has opened the door to new flavors and healthier options that he wouldn't typically prepare for himself.

Beyond enjoyment, the meals have supported his overall health. With consistent portions and balanced nutrition, he has begun to lose weight and build healthier habits. For his family, the program offers peace of mind. For him, it offers independence, nourishment and something to look forward to.

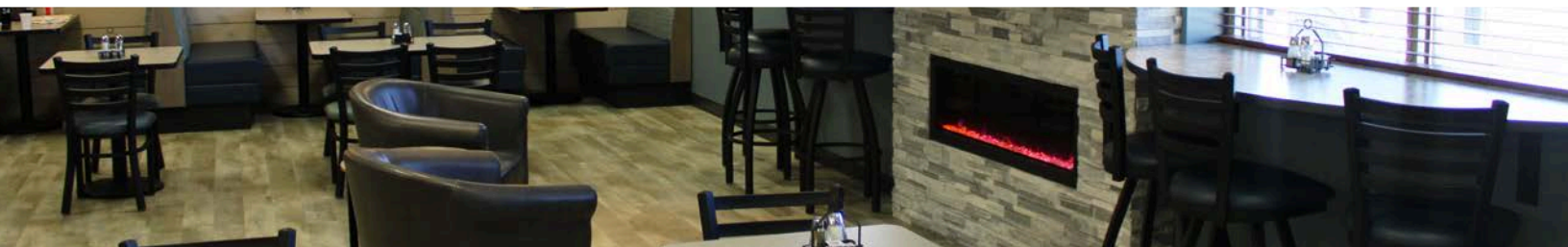


More Than a Meal at the Driftwood Café

What began as a simple meal at Discount Dine at the Driftwood Café turned into something more meaningful. As one gentleman sat down with his meal, another man by the fire looked up and asked, "How's that Corvette of yours?" After a moment of surprise, they realized they had met before through a mutual friend.

Their brief 15 minute conversation moved from cars to deeper topics – grief, faith and caring for loved ones. One had lost his wife. The other had recently returned home to care for elderly relatives who have since passed. Before parting, they exchanged warm words: "I'm sure I'll see you here again," and "Stop by anytime to talk cars."

That day, Discount Dine provided more than an affordable meal. It created space for connection, conversation and community.



Annual Report

Our 2024-25 annual report is a snapshot of the incredible impact that AgeWell Services programs have had on the lives of **10,000 older adults** across our community.

Food Access

351,459 meals served to 3,369 older adults

Lunch & Activity Centers

139,139 meals served

1,245 older adults



Meals on Wheels

212,320 meals delivered

2,124 older adults



Healthy Harvest Kits & Farm Fresh Bags

9 farmers & shops provided local food

3,200 individuals meals distributed

xx% of individuals were older adults

19,765 pounds of food served

400 food kits given ~ 578 bags filled

Funded through Local Food Purchase Assistance (LFPA)



Senior Community Activities

1,517 older adults

participated in

243 activities

at our Lunch & Activity Centers and partner locations throughout our communities.



479 older adults

participated in at least 1 program activity at our Wellness Center

Note: the Wellness Center at Tanglewood Park closed in May 2025. Various fitness classes have continued at AgeWell's downtown Muskegon location and community partner locations.



Seeking Justice

146 Elder Justice cases investigated

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



1,965 people reached in person

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



Senior Medical Transportation

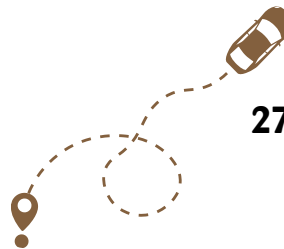
7,960 rides provided by volunteers

for

279 older adults

traveling over

90,503 miles



Board of Directors, Team Members and Volunteers

9 Board of Directors members

all three service counties represented

68 dedicated paid team members

16,219 volunteer hours

donated by

261 outstanding volunteers

valued at \$533,110



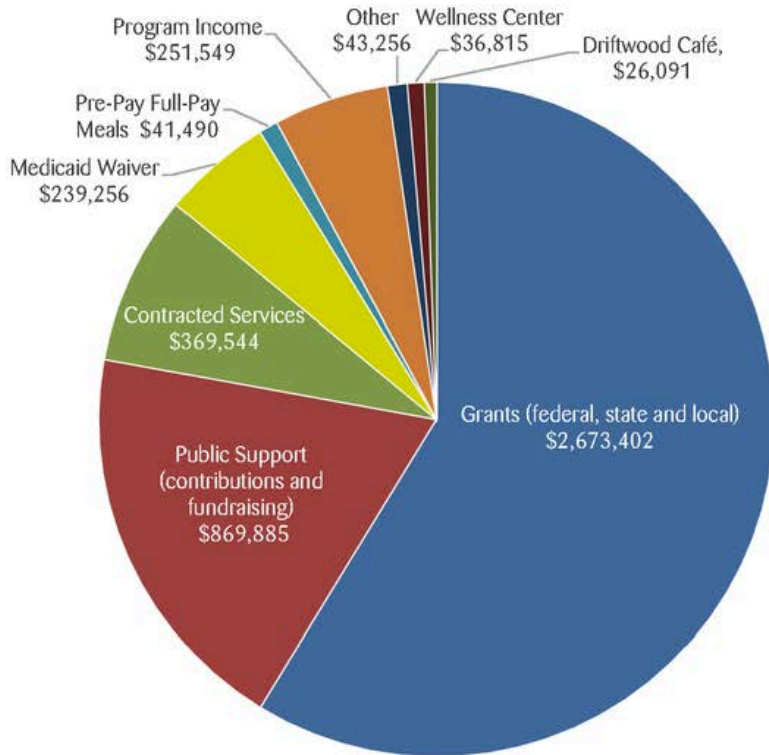
2023 Independent Sector value of one volunteer hour in Michigan is: \$32.87



Financial Report

The 2024-25 financial report highlights another 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.

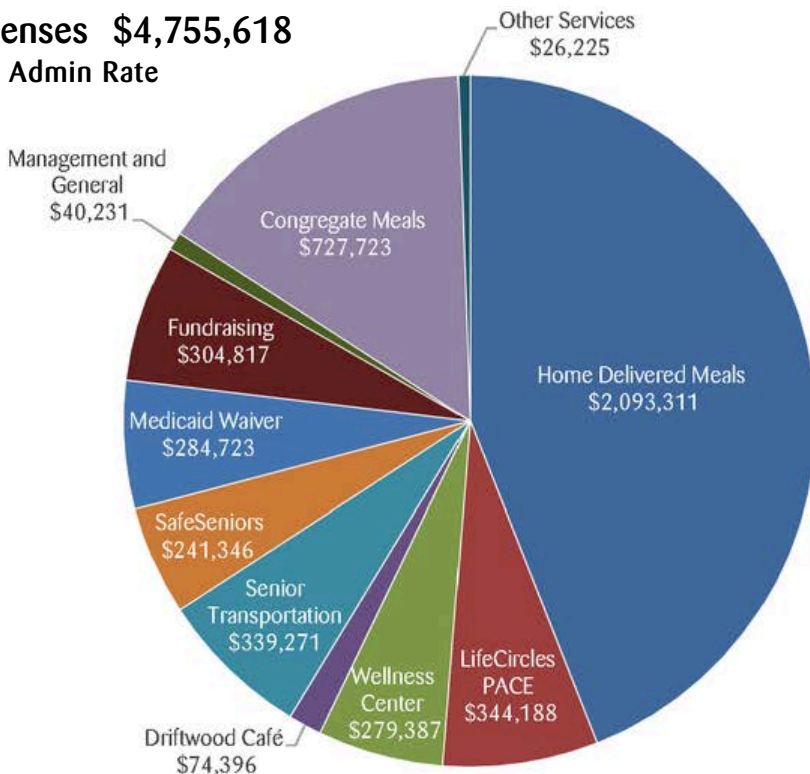
Income \$4,551,288



At AgeWell, we often refer to our funding sources as a “patchwork quilt”, made up of program revenue, government funding and grants at the local, state, and federal level, plus the generosity of our community through additional grants and donations. We are grateful for all of the support, including grants and funding from:

- City of Muskegon
- City of Norton Shores
- City of Roosevelt Park
- City of Whitehall
- DTE Energy Foundation
- 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
- Muskegon Charter Township
- Muskegon County Senior Millage
- Muskegon County Lion’s Club Fund of the Community Foundation for Muskegon County
- Osteopathic Foundation of West Michigan
- 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 of the Lakeshore
- White Lake Community Fund of the Community Foundation for Muskegon County
- White River Township
- Women’s Division Chamber of Commerce

Expenses \$4,755,618 8% Admin Rate



More Stories of Connection, Dignity and Community.



A Warm Welcome Back

When a team member was covering at a Lunch & Activity Center, she witnessed a moment that perfectly captured the heart of the program. One of the regular participants had been absent for a week due to a hospital stay. When he walked back through the doors that day, the room immediately came alive.

Hugs were shared. Smiles stretched wide. Voices called out, “We missed you!” “So glad you’re back!” and even, “Don’t scare us like that again!” The warmth in the room was unmistakable.

It was a beautiful reminder that the Lunch & Activity Center is about far more than a meal. These participants don’t just eat together. They show up for one another every day. They notice when someone is missing. They sense when something feels over. Over time, they have become more than tablemates, they have become family.

More Than a Ride

For one participant in the Senior Medical Transportation program, each ride to a medical appointment brings more than just peace of mind. It brings joy.

She is quick to share her gratitude for the drivers who pick her up with kindness and a warm smile. To her, they are more than drivers; they are caring companions. She looks forward to their conversations, the stories exchanged and the laughter they share along the way. “I learn a lot from them,” she often says, appreciating the connection just as much as the service itself.

While the program ensures she arrives safely to the care she needs, it also provides something less visible, but equally important: friendship. The simple act of riding together has become a bright spot in her routine, a reminder that she is supported by people who genuinely care.



A Harvest of Kindness

After looking up the address, one participant arrived at the Healthy Harvest Kit pick up unsure of what to expect, but was met with friendly faces and an organized, welcoming walkthrough line. Volunteers greeted participants warmly, handed out boxes full of local meat, cheese and vegetables to prepare a meal and even carried them to cars. “This is amazing. Thank you so much,” was shared throughout the pick up.

For many, the fresh tomatoes, onions, peppers and other vegetables were more than just food. “It really helps with the high prices of everything,” one participant shared. Another, grateful for the abundance, even passed along some of her produce to others in need.

The Healthy Harvest Kit provided more than groceries. It delivered relief, dignity and a powerful reminder that community care is alive and well.





AgeWell Services of West Michigan
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Muskegon, MI 49440

Would you prefer an email version of this newsletter?
Is your name and mailing address correct?
Please contact Jennifer Drury with any changes:
Email: jennifer@agewellservices.org
Phone: (231) 733-8635

Join us for our signature fundraising event!

Heels for Meals & More

Thursday, April 16, 2026
5:30 pm Happy Hour | 6:30 pm Program Start
Trillium Event Center
17246 Van Wagoner Rd, Spring Lake, MI 49456

Learn more and purchase tickets here:

agewellservices.org/heels-for-meals
Tickets available for purchase March 2 - April 10

