



Senior Rides  
and More

## 2017 Annual Report



**YOU ARE THE KEY TO YOUR NEIGHBOR'S INDEPENDENCE.**



## Weathering the Storm

Hurricane Harvey changed the lives of everyone in Houston, and Senior Rides and More was no exception. Many of our staff, board members, volunteers and care receivers suffered devastating flooding, and those who didn't flood themselves reached out to help others. Our caregivers are busy helping friends and family through the recovery and are often no longer able to devote as much time to Senior Rides.

The generosity of our caregivers during this difficult year cannot be overstated. Senior Rides continues to help more homebound seniors every year – and this year was no exception. Volunteers drove over 28,000 miles and devoted over 4,500 hours to help care receivers remain in their homes. We offer you our deepest gratitude and thanks.

To accommodate the growth in need during the past year, Senior Rides added a fulltime Program Director for the first time, participated in the Harris County Rides program, partnered with J-Ride through Jewish Family Services, and our Executive Director visited Austin and San Antonio to learn more about their Drive a Senior nonprofit programs, and to share information with them about our own Senior Rides and More work.

And then there was Harvey, and we had to grapple with all the problems the aftermath brought to Houston. As a consequence, 2018 promises to be a year in which to regroup and rebuild. The need for transportation and other services to keep seniors in their homes continues to grow. We are getting an ever-increasing number of calls from seniors wanting to participate in our program. So far, thanks to our wonderful volunteers and the taxicab program, we have been able to help all those eligible for our services. Everyone at Senior Rides is deeply grateful to our donors who enable us to offer the taxicab program to our care receivers at no cost to them.

As we work our way through the coming year, we ask for your help and your prayers. Houston seniors deserve to spend their last years comfortably and safely in their homes, and Senior Rides and More is committed to helping make this possible.

**LOIS O'CONNOR**  
Chair, Board of Directors





## OUR MISSION

Senior Rides and More's mission is to promote senior independent living, health and safety by providing free transportation and other services. Because transportation is such a vital component of independent living and because over 90% of requests for service are for free transportation, our program has focused more and more on this area of service. Volunteers, using their own cars and gasoline, take seniors to doctors and clinics, to pick up prescriptions, to go grocery shopping or to food banks and to accomplish other transportation-dependent needs. Senior Rides and More is the only provider offering free senior transportation in our 31 zip-code southwest Houston service area and 11 zip-code northwest Houston service area.





# SENIOR RIDES AND HURRICANE HARVEY



- Volunteers, care receivers, staff and board members were all affected by flooding
- Staff able to come to the office called all care receivers to see who needed help
- Staff and board members brought groceries to those trapped at home
- No one was left unaided
- Many caregivers who didn't flood are now helping friends and relatives recover from the flood
- The Special Taxicab Program is more important than ever in helping care receivers with their transportation needs
- Senior Rides wants to thank and bless everyone who has helped us through this crisis



## ACCOMPLISHMENTS & HIGHLIGHTS IN 2017

### In 2017, Senior Rides and More

*Recruited and trained 12 of our 200 volunteers who*

*helped 644 seniors*

*performed 3,228 care giving events*

*drove 35,241 miles*

*and donated 4,878 hours of service*

### In 2017, Senior Rides and More

- *Assisted seniors in 31 zip codes in southwest Houston*
- *Assisted seniors in 11 zip codes in northwest Houston*
- *Benefited from over \$69,700 of in-kind donations*
- *Had administrative costs of less than 15% of total budget*
- *Helped seniors at a cost of just \$20 per month, per person*
- *Donated 6,601 free cab miles and 531 cab trips to assist care receivers when a volunteer was not available*



## ACCOMPLISHMENTS & HIGHLIGHTS IN 2017

**VALUES STATEMENTS.** We included two important values statements in our Strategic Plan; one that all services would be performed at no cost to care receivers, and the other that volunteers will always be the primary means of assisting care receivers.

**SENIOR HEALTH FAIR.** We participated in a Senior Health Fair to acquaint seniors with the services available to them.

**SHARING KNOWLEDGE.** Our Executive Director traveled to San Antonio and Austin to share information with them about our senior transportation program.

**ALTERNATIVE TRANSPORTATION.** We supplemented the work of our wonderful volunteers with our Special Transportation Program, Harris County Rides and “J” Rides, and using taxicabs when a volunteer was not available.

**GETTING THE WORD OUT.** We published four quarterly newsletters in print and internet format, keeping volunteers, supporters and donors aware of our programs.

**VOLUNTEER THANK YOU.** We hosted a volunteer thank you dinner to honor our volunteers.

**SOCIAL MEDIA.** We updated our Facebook page and our website to widen our appeal to the larger community, and we activated our Twitter and Instagram accounts.

**GIFT CARDS.** We provided grocery store gift cards to care receivers in need.





## SENIOR RIDES AND MORE HONORS ITS VOLUNTEERS

Senior Rides and More's amazing volunteers were honored at our annual Volunteer Recognition Dinner on April 30th. Approximately 50 of our volunteers, Board members, Advisory Board members, and guests gathered at BraeBurn Country Club. Friendships were rekindled and stories were shared while enjoying a delicious fajita dinner!





## OUR VOLUNTEERS

Volunteers are the heart and soul of our organization. The pictures on these pages tell the story.

It's easy to be a volunteer:

- YOU pick the assignments you can fill
- YOU are never obligated to fill more than one assignment
- YOU can volunteer as much or as little as your schedule permits
- YOU are protected by an umbrella insurance policy
- YOU can pick the type of service you wish to perform
- YOUR reward is the thanks of our care receivers who express their appreciation in comments such as these:

*Carl is one of the best volunteers you have! He has helped me with my doctor's appointments, shopping, and has even fixed a leak in my house!*

*John is so helpful and so patient. I'm always happy to have him as my volunteer.*

*I am always glad to hear when Mike S. is my volunteer. He is so good at getting me to my appointments at the VA Hospital.*

*Peggy is a blessing to me and I look forward to her visit every week.*

*Hildegard, Carl and Pat C. are so nice! All of the Senior Rides volunteers are the best.*

Our staff and our board join our care receivers in thanking you – our volunteers – from the bottom of our hearts. God's blessing on you.





## OKRA CHARITY SALOON FUNDRAISER



## HOUSTON MUSEUM OF NATURAL SCIENCE HOLIDAY TREES EVENT



## OUR CARE RECEIVERS

Senior Rides and More's care receivers are frail and elderly people who want to remain in their own homes but need a little help.

Over 90% are both elderly and disabled

75% are women, most of who live alone with no nearby family

All have “aged out” of their ability to drive or take public transportation

Their average income is less than \$1,500 per month

Senior Rides can help them “Age in Place” by providing needed transportation to doctors and clinics, to go grocery shopping and to pick up prescriptions.

Senior Rides and More has been helping seniors “age in place” for 24 years as illustrated by the following examples:

- A 90 year old female care receiver who lives in a retirement home and is legally blind due to macular degeneration receives weekly assistance getting her groceries and help with errands thanks to our volunteers.
- A husband and wife, ages 91 and 89, are both Senior Rides and More care receivers. He has slight dementia and depends on his wife; she has vision problems that prevent her from driving. Our SRAM volunteers provide them with transportation together for their medical appointment.





## A SENIOR RIDES AND MORE *Hero*

We have many stories to tell about those we help, many of whom become like family to those who work in our office. One very recent story that moved us emotionally involves the close relationship between one of our longtime volunteers and the care receiver she has been helping for years. Laurel (our volunteer) had been helping Linda (our care receiver) for a few years and they became close friends. Linda is completely blind due to diabetes and lives alone in her own home with no family in Houston. During Harvey, Laurel became concerned about Linda but could not reach her by telephone. Linda's home did in fact flood and she had to be evacuated by boat (neighbors came to her rescue) and transported via dump truck (yes, dump truck) by city workers to the George R. Brown Convention Center. It took over 24 hours, but Laurel tracked Linda down and retrieved her from a bad situation at the GRB.

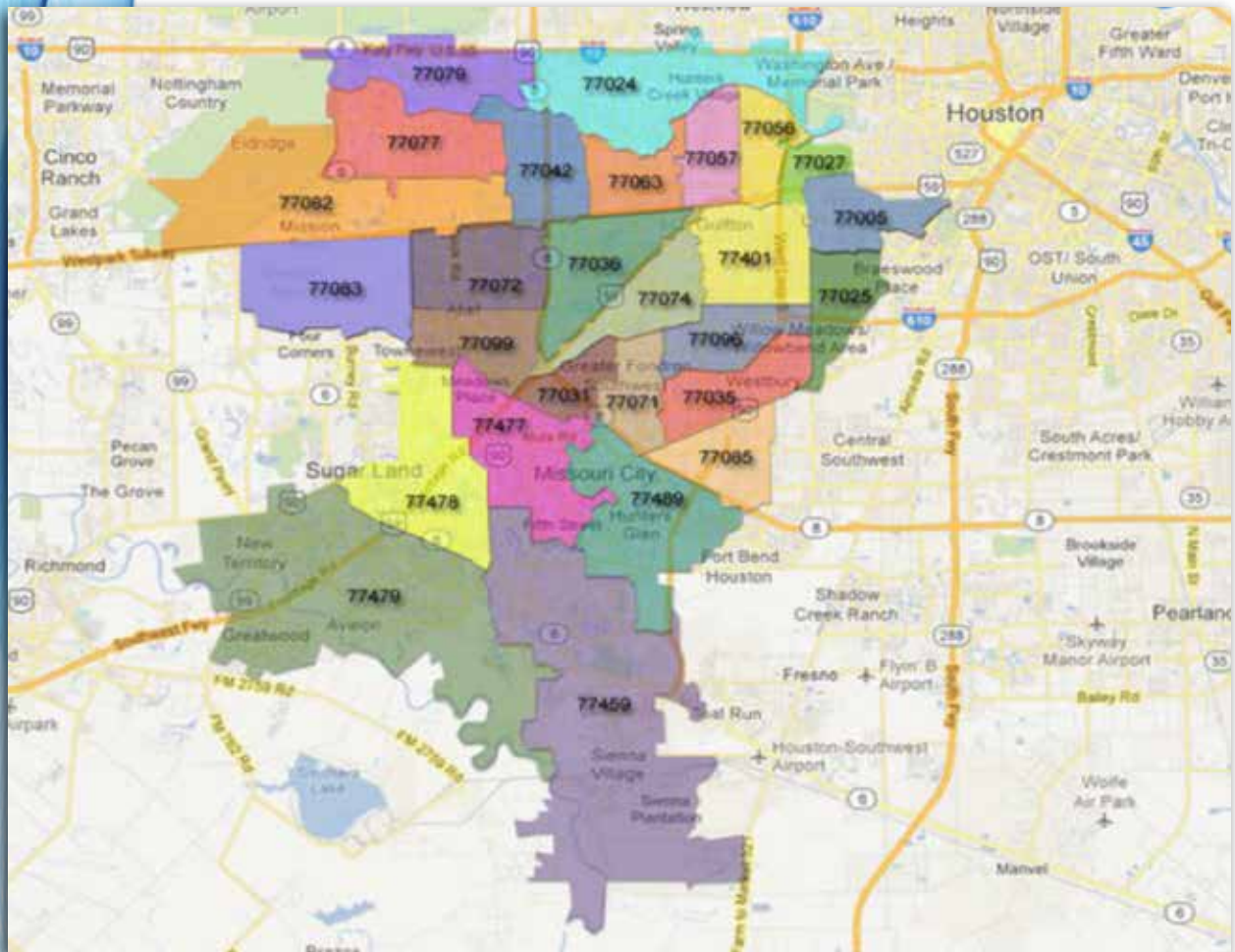
Laurel, our wonderful volunteer, brought Linda into her home to live and took full care of Linda for months after the flood. Laurel brought Linda's clothing and dry items into her own home, took Linda to her medical appointments, and contacted the insurance company on Linda's behalf. During the immediate aftermath of Harvey, the Senior Rides employees who were able to get to the office began calling on care receivers to check on their safety. Unable to reach Linda, our office called Laurel who then told us this story. Laurel gave Linda a home for four months before Linda left in December to live in North Carolina closer to family. We have so many volunteers who go out of their way to help our seniors, but Laurel's devotion has exceeded our expectations.



## SOUTHWEST HOUSTON AREA

31 ZIP CODES SERVED:

77005, 77024, 77025, 77027, 77031, 77035, 77036, 77042,  
77046, 77056, 77057, 77063, 77071, 77072, 77074, 77077,  
77079, 77081, 77082, 77083, 77085, 77096, 77098, 77099,  
77401, 77477, 77478, 77479, 77459, 77489, 77498

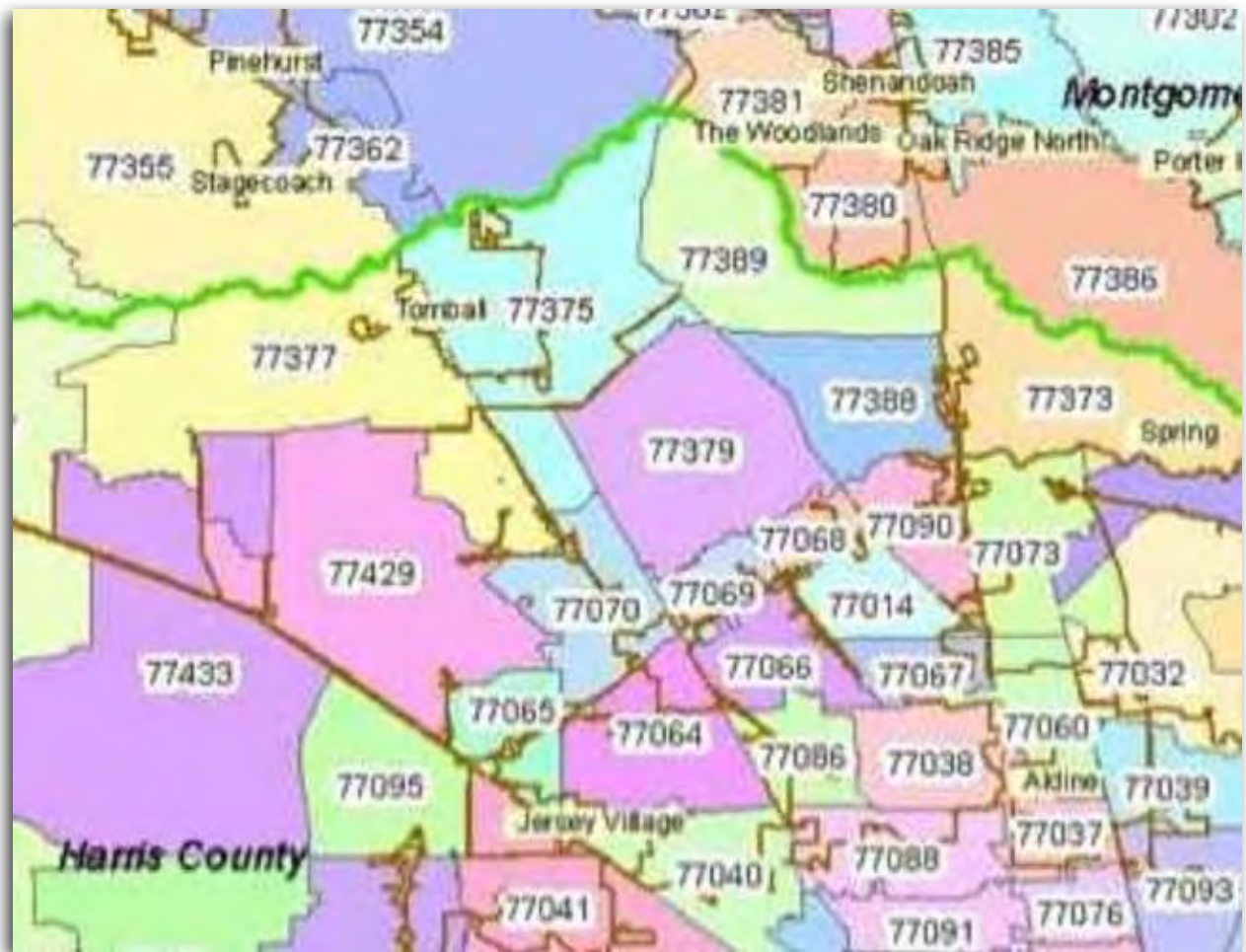




## NORTHWEST HOUSTON AREA

11 ZIP CODES SERVED:

77014, 77066, 77067, 77068, 77069, 77070, 77086,  
77090, 77379, 77388, 77389



## 2017 SENIOR RIDES AND MORE BOARD OF DIRECTORS

100% of Board Members Contribute Financially

Lois O'Connor, Chair

Retired, City of Houston

Vanessa Southard, Vice-Chair

Hospital Administrator

Rebecca Landes, 2nd Vice-Chair

CEO, The Beacon

Mary Jane Hess, R.N., Secretary

Registered Nurse

Peter Hogue, Treasurer

Retired, Shell Oil Co.

Annette Bisanz, R.N. (Co-founder)

Retired, MD Anderson Cancer Center

Bill Frazer, CPA

Certified Public Accountant

Madeleine Appeal

Retired City of Houston; Community Leader N4NN

Adrianna Rubio

Self-employed, Television Producer

Craig Wooten

Vice President, Prosperity Bank - Bellaire





## 2016-17 SENIOR RIDES AND MORE ADVISORY BOARD

Dr. Bill Franklin

Retired, Medical Doctor

Virginia Lootens

Attorney at Law, Elder Law Specialist

Orlando Sanchez

Harris County Treasurer

Joe Welsh

Former SRAM Exec. Director

Deanna Parmenter

CFO, Cougar Sales

Cindy Siegel

Past Mayor, City of Bellaire; Board of Director  
Metropolitan Transit Authority

Inge-Lotte Liesner

Community Volunteer, The Buckingham



## Our Staff

### **Debby Posso, Executive Director**

Debby joined Senior Rides and More in April 2007 as a part-time Scheduler, and became Executive Director in November 2013. She is a graduate of The University of St. Thomas with a BA in Political Science, a sustaining member of The Junior League of Houston, and has volunteered with many Houston area nonprofits. Debby has two awesome sons, a terrific nephew, loves to travel, loves her job, and is a huge sports fan.

### **Carleen McQueen, Scheduler**

Carleen is a native of East Texas and has lived in southwest Houston for over forty years. She was employed in the natural gas industry for twenty years before joining Senior Rides and More in April 2008. Carleen has three children, five grandchildren, and is devoted to her herb garden.

### **Sara Keene, Northwest Program Manager**

Sara is a native Houstonian. She is a graduate of Alvin Community College and a current student at the University of Houston. Sara enjoys camping, traveling, and going on adventures with her three dogs. She is dependent on coffee and excited to help Senior Rides and More grow.

### **Janie McBane, Scheduler**

McBane started working at Senior Rides and More in July 2017. She came to Houston in 1980 via Oklahoma and began her career in Texas working in the Rice University Math Department. After spending 20 years at Rice, Janie became a substitute teacher for Clear Creek ISD and Pearland ISD and went back to school to earn a degree in Fitness and Human Performance from the University of Houston-Clear Lake. Janie enjoys the outdoors and riding four-wheelers with her husband, as well as spending time with her sisters and her mom. She also really loves her mom's good cooking!







**Volunteer Interfaith Caregivers SW DBA Senior Rides & More**  
**Profit & Loss Budget Performance Year End 2017**  
December 2017

	Dec 17	Budget	Jan - Dec 17	YTD Budget	Annual Budget
<b>Income</b>					
Donations - Board Members	600.00	1,700.00	7,150.00	7,500.00	7,500.00
Donations - Care Receivers	350.00	200.00	2,828.00	1,500.00	1,500.00
Donations - Community Members	5,910.00	3,900.00	16,255.52	15,000.00	15,000.00
Donations - In Kind	9,476.60		10,423.27		
Donations - Memorials/ Honorrm	50.00		1,250.00		
Donations - Supporting Cngrtn	500.00	1,250.00	7,445.00	7,500.00	7,500.00
Fundraisers	0.00	0.00	0.00	1,400.00	1,400.00
Grants - Exxon Mobil Team	0.00	0.00	1,500.00	1,500.00	1,500.00
Grants - Private Sector Support	3,450.00	5,000.00	94,560.00	86,900.00	86,900.00
Interest/Other	304.74	250.00	1,161.11	1,000.00	1,000.00
NW Office Program Revenue	0.00	868.48	10.00	10,421.32	10,421.32
Use from 1/1/18 NW Office CF \$	0.00	831.52	0.00	9,978.68	9,978.68
Use from 1/1/18 On Hand \$	0.00	2,000.00	0.00	24,000.00	24,000.00
Use Main Office Carry Fwd [CF]	0.00	5,245.18	0.00	62,941.61	62,941.61
<b>Total Income</b>	<b>20,641.34</b>	<b>21,245.18</b>	<b>142,582.90</b>	<b>229,641.61</b>	<b>229,641.61</b>
<b>Expense</b>					
Administrative Expense	141.60	195.00	1,107.35	1,000.00	1,000.00
Advertising & Promotions	0.00	445.00	3,719.87	4,000.00	4,000.00
Caregiver Assistance & Support	25.00	12.37	125.00	112.37	112.37
Carereceiver Assistance & Supp.	1,885.07	2,588.96	8,995.29	26,788.96	26,788.96
Computer Equipment & Support	64.18	0.00	2,471.86	2,000.00	2,000.00
Donated Operating Cost Items	9.60		956.27		
Ed/Training/Certification	0.00	0.00	35.00	100.00	100.00
Fundraising	0.00	0.00	699.98	500.00	500.00
Insurance	0.00	0.00	3,494.49	3,500.00	3,500.00
Membership (TALA etc.)	0.00	0.00	149.00	50.00	50.00
NW Office Program Expense	17,683.37	10,200.00	34,613.68	44,400.00	44,400.00
Office Equipment & Support	2,150.00	0.00	2,150.00	950.00	950.00
Office Facilities	9,467.00		9,467.00		
Office Supplies	56.97	83.33	1,122.05	1,000.00	1,000.00
Other Carry Forward Projects CF	0.00	3,003.36	10,805.46	36,040.28	36,040.28
Payroll Expenses	-13,009.56	8,291.66	81,469.88	99,500.00	99,500.00
Postage	0.00	125.00	857.57	1,500.00	1,500.00
Professional Fees	0.00	0.00	2,250.00	2,300.00	2,300.00
Recognition - Ex. Dir. Reserve	1,373.80	845.00	1,373.80	900.00	900.00
Telephone & Internet Access	212.09	208.33	2,484.69	2,500.00	2,500.00
VIC (Company) Payroll Taxes	5,870.16		5,870.16		
Volunteer Recognition Banquet	0.00	0.00	1,823.72	2,500.00	2,500.00
<b>Total Expense</b>	<b>25,929.28</b>	<b>25,998.01</b>	<b>176,042.12</b>	<b>229,641.61</b>	<b>229,641.61</b>
<b>Net Income</b>	<b>-5,287.94</b>	<b>-4,752.83</b>	<b>-33,459.22</b>	<b>0.00</b>	<b>0.00</b>

**Volunteer Interfaith Caregivers SW DBA Senior Rides & More**  
**Balance Sheet**  
As of December 31, 2017

	Dec 31, 17
<b>ASSETS</b>	
Current Assets	
Checking/Savings	
Bank of Texas-Checking	66,440.54
Bank of Texas-Money Mkt./CD	73,096.36
Prosperity Bank	71,781.71
<b>Total Checking/Savings</b>	<b>211,318.61</b>
<b>Total Current Assets</b>	<b>211,318.61</b>
Fixed Assets	
Accumulated Depreciation	-10,480.97
VIC Fixed Assets	
Computers & Printers	7,510.00
Furniture	405.00
Office Equipment	2,565.97
<b>Total VIC Fixed Assets</b>	<b>10,480.97</b>
<b>Total Fixed Assets</b>	<b>0.00</b>
<b>TOTAL ASSETS</b>	<b>211,318.61</b>
<b>LIABILITIES &amp; EQUITY</b>	
Equity	
Net Assets - Temp. Restricted	19,843.33
Net Assets - Unrestricted	154,934.50
Net Assets - Unrestricted (Des)	70,000.00
Net Income	-33,459.22
<b>Total Equity</b>	<b>211,318.61</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>211,318.61</b>

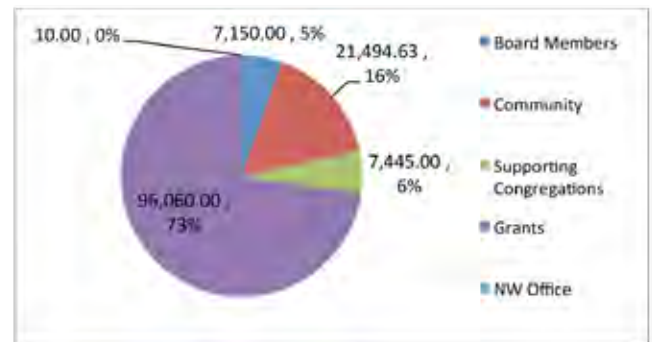




## 2017 REVENUE [\$132,159.63]

### REVENUE

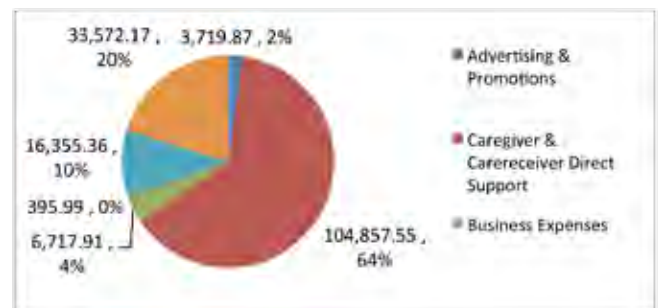
Board Members	7,150.00
Community	21,494.63
Supporting Congregations	7,445.00
Grants	96,060.00
NW Office	10.00
<b>Revenue Total</b>	<b>132,159.63</b>



## 2017 EXPENSE [\$165,618.85]

### EXPENSE

Advertising & Promotions	3,719.87
Caregiver & Carereceiver Direct Support	104,857.55
Business Expenses	6,717.91
Fundraising Expense	395.99
Administrative Staff Costs	16,355.36
NW Office	33,572.17
<b>Expense Sub-total</b>	<b>165,618.85</b>



## SENIOR RIDES AND MORE DONORS

Carl C. and Marie Jo Anderson Charitable Foundation

St. Albert of Trapani Catholic Church

Baxter Trust

Bethany Christian Church

Brown Foundation

Cameron Foundation

Chapelwood United Methodist Church Foundation

Mark Chapman Foundation

Sue and Keith Cox

ExxonMobil

Aubrey and Sylvia Farb Foundation

The George Foundation

Albert and Ethel Herzstein Charitable Foundation

Hildebrand Foundation

Home Instead Give65

Houston Endowment

Richard N. Kauth

Robert H. and Anita Q. Lawe Foundation

St. Laurence Catholic Church

Inge-Lotte and Willy Liesner/Tosca Farms

St. Martin's Episcopal Church

O'Connor & Associates/Pat and Kathleen O'Connor

Prosperity Bank - Bellaire

Shell Oil

May & Stanley Smith Charitable Trust

Dee and Pete Stanley

Strake Foundation

Isla Carroll Turner Friendship Trust





## SENIOR RIDES AND MORE SUPPORTING CONGREGATIONS

Bethany Christian Church

Chapelwood United Methodist Church

ChristChurch Presbyterian

Christ United Methodist Church

Congregation Emanu El

First Methodist Houston

First Methodist Houston Westchase

Gethsemane – A Ministry of St. Luke's United Methodist Church

Holy Ghost Catholic Church

Houston's First Baptist Church

Pilgrim Lutheran Church

St. Albert of Trapani Catholic Church

St. Francis de Sales Catholic Church

St. John Vianney Catholic Church

St. Laurence Catholic Church

St. Luke's United Methodist Church

St. Martin's Episcopal Church

St. Martin's Lutheran Church

St. Philip Presbyterian Church

St. Thomas More Catholic Church

St. Vincent de Paul Catholic Church

West University United Methodist Church

Jewish Family Services



## 2017 GIFTS IN KIND

### MAIN OFFICE

ChristChurch Presbyterian: Office Facilities	\$21,900.00
Volunteer Recognition Gift Certificates: (Grand Lux Café)	\$50.00
Conference/Meeting Room: ChristChurch Presbyterian	\$600.00
Volunteer Hours:	\$30,860.35
\$7.25 x 4,256.60 hrs	
Volunteer Mileage:	\$3,987.23
.14 cents x 28,480.20 miles	
Donated Operational Items:	\$ 956.27
Postage stamps;Gift cards for care receiver assistance	
<b>SUB-TOTAL:</b>	<b>\$58,353.85</b>

### NW OFFICE

Northwest Area Ministries [NAM]: Office Facilities \$7.25 x 626 hrs	
Volunteer Mileage:	\$946.54
.14 cents x 6,539.50 miles	
<b>SUB-TOTAL:</b>	<b>\$11,352.04</b>

**COMBINED OFFICES GRAND TOTAL:** **\$69,705.89**

*Note: The two items in italics are the only ones reflected directly on the P&L as Office Facilities donations [in addition to Donated Operating Cost Items]*






## SENIOR RIDES AND MORE 2017 BOARD OF DIRECTORS



L-R: Lois O'Connor, Craig Wooten, Becky Landes, Pete Hogue, Annette Bisanz, Bill Frazer, Mary Jane Hess

Not pictured: Madeleine Appel, Adrianna Rubio, Vanessa Southard





Senior Rides and More assists the  
frail and elderly with volunteer  
transportation and other  
services that help seniors remain  
independent in their own homes.

**Senior Rides and More**

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