



*The Thompson*  
AT THE CENTER FOR SENIORS AND COMMUNITY

## TWENTY YEARS ON SENIOR LANE Our Place in the Community



Annual Report 2011

## IN TWENTY YEARS we have:

Served more than  
270,000 meals

Provided more than  
79,000 rides

Sold 100,000 cookies  
at Holiday  
Bazaar Cookie Walk

Travelled to Alaska,  
Quebec, and many  
other states

Celebrated 240  
Birthday Days

Hosted 17  
Valentine's Auctions

Hosted governors, news  
anchors and authors

Spoken at least  
6 languages

Gone fishing, skiing,  
hiking, skating, played  
pool and horseshoes

Hosted weddings, baby  
showers, teas,  
anniversaries, birthday  
parties, and dances

Sewn 200 quilts  
(Piecemakers)

Peeled 120 tons  
of potatoes

Visited the ballet, the  
theater, the  
movies, the symphony

Cooked 50 gallons of  
chili for the Chili  
Cookoff (and won!)



## A Message From the President and Executive Director

Our twentieth anniversary in the Edwin J. Thompson building on Senior Lane was a joyous occasion! It was very rewarding to celebrate this milestone with hundreds of the friends and supporters who have helped the Thompson become a strong, dynamic and vibrant part of the community.

During our rich history we've had many exciting and eventful years and 2011 was no different! Our building and equipment received several upgrades made possible by a grant from the Vermont Housing and Urban Development Department supported by Senator Bernie Sanders.

Demand for van rides and meals continues to increase and census figures tell us of the growing population of citizens over age sixty. This year, we began forward planning to ensure that the Thompson is able to continue to meet its mission and to evolve as needed in the coming years.

We partner with many community groups and businesses to provide services and resources that help our community members successfully age in place in their homes. Partnership with the Ottauquechee Health Center, Ottauquechee Health Foundation, and Health Information Referral Service has brought new access to resources for our patrons and community through the development of the Community Care Coordinator role.

A new partnership with the national Meals on Wheels Association of America gives us access to group purchasing discounts on food purchases, access to staff and leadership training, and new grant sources.

Thank you to everyone who has been a part of these successful twenty years! We can all be proud to be a part of this Center that is a vibrant local hub connecting seniors to social, economic, and educational resources, and enhancing the quality of life for all involved.

Deanna Jones, *Executive Director*

Jerry Fredrickson, *President, Board of Directors*



First Executive Director Beth Finlayson, and current Director Deanna Jones

## Humble Beginnings

In 1978 a local senior club organized meal sites in Woodstock to ensure that seniors in the community would be able to get one nutritious meal each day. As services for seniors expanded, a campaign was initiated to renovate the old Thompson farmhouse in West Woodstock. The community came together, exchanged ideas and then raised the funds to open the Thompson Senior Center by 1991. Thank you to all the volunteers, staff, donors and local organizations and businesses who have supported our Center through the years.





## Our Center Today

Our goal is to help seniors maintain a level of independence that allows them to stay in their homes within the community that has nourished them often for a lifetime. Support services include health information programs on a wide range of topics, financial and legal aid clinics, and services provided by our affiliated senior advocate and Community Care Coordinator.

In addition to classes and trips that stretch the mind, we pay close attention to families and caregivers of our seniors.

We are proud to have a volunteer force of 186 people who drive Meals on Wheels, wait tables, drive patients to appointments, call bingo, answer phones and do scores of other important jobs. Volunteer Meals on Wheels drivers maintain a connection with seniors who may be isolated in our rural community, and often encourage them to come to the Center for lunch and activities.

In just the last four years demand for meals has increased 49%. This year we delivered 7,005 Meals on Wheels to homebound seniors and people living with disabilities and served a total of 12,063 community meals at the Center. Our chef plans delicious, healthy meals and includes flavors and celebrations from around the world. People of all ages are welcome for lunch. We host business and social groups and daily language tables.

Our transportation program allows local seniors and disabled individuals to access products and services that would otherwise be out of reach. Demand for transportation services has increased 140% in the last four years. Our friendly van drivers transport patrons to the Center, to medical and dental appointments, and on trips to cultural events as far away as Boston. The "Thompson Shuttle" goes to the village of Woodstock for shopping and errands, and Stagecoach Transportation provides a biweekly shopping trip to the Upper Valley.

## Looking Forward...

We look forward to a vibrant future and anticipate exciting changes as we enter our 21st year serving our community! We will continue to offer programs and services that are life-changing for seniors and their families.



2011 Thompson Center Staff. Left to right: Paula, Jen, Siobhan, Ryan, Cindy, Jim, Deanna, Pam, Gordon, Diana. Not pictured: Nelson, Linda, Morris and Sylvia

## WHAT WE DO NOW

Transportation to and from the Center and within the Upper Valley

Community meals and Meals on Wheels

Senior Advocate and Community Care Coordinator Services

Programs about home maintenance and safety

Monthly Wellness Clinics, blood pressure screenings and foot clinics

Cultural programs

Trips

Language classes

Programs about chronic disease, such as Parkinson's and diabetes

Tax Assistance

Caregiver support groups

Exercise classes

Falls prevention and balance programs

Hearing and Vision screenings

Legal Advice Clinics

Community garden and workshops

Commodities food program

Computer classes

AARP Driver's Safety Classes

Financial Management Workshops



# Annual Appeal

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 us know if you spot  
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for the Central  
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## Treasurer's Report

The number one priority of the Thompson's Board of Directors and staff is to offer the best quality of services and programs to our seniors and community. This year we were able to do that with a modest 4% increase in expenses over last year. However, over the years we continue to show a Net Operating Loss and this year \$67,818 was used from the endowment to cover operating expenses.

We are very thankful for the organizations and individuals that choose to support the mission of the Thompson through grants and by contributing to the Annual Appeal, Christmas Bazaar and Valentines Dinner. In 2011, voters supported an increase in our town income as well. Overall, income increased 1.5% over 2010, and we are very appreciative of the generosity of our supporters.

In these difficult economic times, with increasing demand for services, we are unable to break even and must depend heavily on our endowment for shortfalls. The Board and staff are committed to controlling expenses and sustaining fundraising revenue. In addition, we look to growing our endowment so that over the long term we will have sufficient funds to meet our shortfalls for operating needs. Therefore your continued support is needed to offer the valuable services carried out by our dedicated staff and volunteers.

Thank you. John Moore, Treasurer

OPERATING INCOME	9/30/08	9/30/09	9/30/10	9/30/11
Van Donations	\$1,826	\$1,535	\$2,652	\$1,454
Meal Donations	29,336	36,822	36,252	34,792
Fundraisers	128,624	144,010	124,018	151,449
COASEV- Meals & Van	69,049	75,721	76,540	76,067
Grants	41,063	28,223	61,535	54,014
Town Income	15,365	20,000	20,900	30,975
Programs & Trips	25,309	23,102	31,467	19,622
Rental	1,255	3,475	3,660	3,890
Bequests/Memorial Donations	2,350	1,341	7,945	13,665
Other Income	17,914	17,828	17,336	2,153
Total Operating Income	\$332,091	\$352,057	\$382,305	\$388,081
OPERATING EXPENSES				
Fundraising	\$9,110	\$10,239	\$11,338	\$10,356
Insurance	5,471	6,684	6,921	5,782
Memorial	30	0	0	502
Mileage	494	662	256	272
Occupancy	25,460	29,571	26,356	28,602
Personnel	223,097	246,550	252,012	280,602
Food & Kitchen	46,958	51,823	54,713	53,454
Program & Trips	21,487	32,452	35,711	23,473
Vehicle Expense	10,134	15,507	20,222	24,805
Administrative Costs	23,718	31,590	31,723	28,051
Total Operating Expenses	\$365,959	\$425,078	\$439,251	\$455,899
NET OPERATING INCOME (LOSS)	(\$33,868)	(\$73,021)	(\$56,945)	(\$67,818)
Capital Expenditure	0	(17,397)	(394)	0
Planned Giving	0	250,725	5,000	0
Capital Gains	(1,074)	0	0	0
Unrealized Gains/Losses	(52,426)	25,887	(1,848)	30,450
On Investments				
Dividend & Interest	11,813	4,007	4,381	15,079
NET INCOME	(\$75,555)	\$190,201	(\$49,806)	(22,289)



Twentieth Anniversary Celebration, June 2011

It is the mission of the Thompson Center to be a multigenerational gathering place for our community. Our programs and activities will promote the physical, intellectual and social well-being of the adult community to enhance dignity, self-worth and independence. The Thompson Center will act as resource and advocate for our senior population, providing timely support on issues that affect aging in our rural community.



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