



*Supporting Seniors Today, Tomorrow & the Future*

***Benzie County Council on Aging, Inc.***

***Annual Report for Fiscal Year 2015***



## Mission Statement

Providing programs for the Senior Citizens of Benzie County to promote and encourage opportunities for *socialization, education, health, safety, welfare and independent living with dignity.*

*Benzie County Council on Aging, Inc.* was formed in 2003 as a private nonprofit agency whose purpose is to promote and encourage opportunities for socialization, education, health, safety, welfare and independent living with dignity to the *Senior Citizens of Benzie County*.

**2015 Year In Review “Above & Beyond” – by Douglas Durand, Executive Director**

*“To make our way, we must have firm resolve, persistence, and tenacity. We must gear ourselves to work hard all the way. We can never let up.”*  
*-Ralph Bunche*

Dear Friends,

Fiscal year 2015 was a year of many accomplishments for Benzie County Council on Aging. We again set new records for number of meals served, number of clients coming into our programs and reaching “above & beyond” to those in need.

We set out to tell as many citizens in Benzie County about our programs through summer and fall events, sponsoring our first Business after Hours Event and speaking at numerous social and service groups and township meetings.

In 2015, BCCOA became more active in the arena of advocacy in Lansing for services and programs related to older adults and adults with disabilities. Once a month, I travel to Lansing with other advocates from the Michigan Senior Advocates Council. The purpose of this group is to study senior issues, and inform our elected officials on our Senior Citizen’s needs.

The month of March we participated in the Meals on Wheels America, “March for Meals” National Campaign. During this celebration, we had—for the first time—local community leaders ride along with a Home Delivered Meals volunteer driver. These individuals delivered a hot meal to those in need. Six restaurants also participated during March by giving back a percentage of their proceeds for a day or an evening. Our main focus during “March for Meals,” was to bring awareness of senior hunger to the community as well as the importance of our Home Delivered Meals Program. Because of our success in reaching that goal, we were awarded a \$2,500 grant from Meals on Wheels America!

These are just a few of our accomplishments and as you read through the following pages, you will find out just how we went “Above & Beyond”.

As we look “BEYOND” this past fiscal year, we are challenged to stretch beyond our limitations. Many older adults in Benzie County who are frail and isolated need our help. Seniors who don’t have family come to their aid, or whose savings has been depleted after their health insurance didn’t cover the expenses of a loved one’s illness, or any number of other reasons—need our help. Often, they are the folks who somehow usually manage to get by on their fixed retirement income, but when faced with an emergency or when they need home repairs that exceed their ability to pay, they often don’t know where to turn. This will become a focus for BCCOA with the help from other agencies and service groups in 2016!

Sincerely,

*Douglas Durand*

## OUR CORE VALUES

Our shared values define who we are and remind us of how we should conduct our business with the older adult community of Benzie County.

BCCOA's core values are:

- Quality
- Relationships
- Honesty and Integrity
- Respect and Dignity
- Innovation and Improvement
- Advocacy
- Teamwork

Examples of our core values in action include:

- Promoting better client/customer outcomes.
- Committed to building productive and lasting relationships and collaborative efforts, both within our agency and the community.
- Seeking opportunities to exceed the expectations of our clients/customers.
- Treating everyone with dignity and respect.
- Complying with local, state and federal regulatory obligations.
- Committed to speaking and acting on behalf of the issues facing Benzie County's diverse older adult population.
- Treating fellow employees and volunteers with respect and promoting teamwork.

**Comment from a HDM Client** - I'm not able to drive to the grocery store, so home delivered meals allows me to have a great hot meal. Also I might forget to eat or I'm not able to cook or operate the stove/microwave. Home Delivered Meals is a Godsend and will allow me to stay in my home. I really appreciate your support and all the volunteers' hard work. Thank you so much!

## Key Accomplishments

👉 Nutrition Programs up 9% and 60,732 meals served!

👉 Our first year participating in Meals on Wheels America "March for Meals" National Event.

- Six restaurants participated raising \$810

- Awarded a \$2,500 grant from Meals on Wheels America based on our marketing and

**march FOR meals!** innovative ideas celebrating March for Meals.

- Six Community Leaders took part in Ride-A-Long for the Home Delivered Meals.

**Meals on Wheels** • Eight articles in several newspapers about our participation

- Increased donations during the Month of March

- Increased visits and likes to the BCCOA Facebook Page

👉 Homemaker Program up 4% as compared to 2014.

👉 Selected to maintain the Hoop Greenhouse at Platte Elementary School over the summer, which resulted in harvesting fresh produce that was used for meals at The Gathering Place and Home Delivered Meals.

☞ Conducted “Matter of Balance” classes in 2015 and 27 took part and 14 graduated from the eight week program.

☞ Purchased a new Home Delivered Meals delivery van from donations and a generous grant from the Grand Traverse Band of Ottawa & Chippewa Indians 2% Allocation.



☞ Hosted our first Chamber of Commerce Business After Hours Event.

☞ Dining Out Voucher Program increased 20% as compared to 2014.

☞ A total of \$227,180 in total value of services provided to our Veterans and/or Spouses of Veterans. This is an increase of \$23,301 over 2014.

☞ Through a grant from Rotary Charities of Traverse City, we have prepared our 5-year “2020 Vision Plan.”

☞ Snow Removal Program increased 16% as compared to 2014.

☞ Assistance to individuals needing help with Medicare and Medicaid questions increased 15% as compared to 2014 through the Medicare/Medicaid Assistance Program.

☞ Volunteer hours increased 18% as compared to 2014, resulting in our largest number of hours contributed by our dedicated group of volunteers.

☞ Hosted our first Donor Appreciation Dinner.

☞ Increased our End-of-Year Appeal Donations.

☞ The Gathering Place Senior Center increased the number of activities, which resulted in a 17% increase in individual participation.

### Our Impact

#### Services Provided: Units Provided and Older Adults Served In 2015

**Comment from a snow removal client –**  
 “So very helpful to those of us who are low income. This is such a huge burden off of me. Thank you, thank you so much.”

Service	Units	Older Adults
Benzie Senior Oral Health Program	38	28
Congregate Meals	23,412	1,298
Dining Out Vouchers	5,283	331
Guardian Medical Monitoring	25	32
Home Delivered Meals	37,320	228
Homemaker Program	3,631	118
Information & Assistance Phone Contacts & Walk-Ins	6,894	
Lawn Chore	424	65
Medicare/Medicaid Assistance Program	505	175
Project LifeSaver	4	4
Senior Companion Program	832	9
Senior Transportation Bus Cards	1,359	203
Snow Removal	1,120	128
The Gathering Place Senior Center	5,062	717
Volunteers	10,175	98

## BCCOA People ~ Leading the Way

### Board of Directors

Beverly Holbrook  
*Board Chairperson*  
Ron Dykstra  
*Board Vice-Chairperson*  
Jane Elzerman  
*Board Treasurer*  
Denise Faveau  
*Board Secretary*  
Robert McQuilkin  
*Board Member*  
Donna Malecki  
*Board Member*  
Niel Haugen  
*Board Member*  
Rosemary Russell  
*Board Member*  
Sylvia Bennett  
*Board Member*  
Anne Dawes  
*Board Member*

Dare to reach  
out your hand  
into the  
darkness, to  
pull another  
hand into the  
light. ~Norman  
B. Rice

### Staff

Douglas Durand  
*Executive Director*  
Sabra Boyle  
*Fiscal Manager*  
Dawn Bousamra  
*TGP Senior Center Coordinator*  
Jeff Stockman  
*HDM & HM Coordinator*  
Dawn Schopieray  
*Executive Assistant*  
David Main  
*Executive Chef*  
Phil Gagliano  
*Sous Chef*  
Kathy Frederick  
*Assistant Cook*  
Michelle Francis  
*Kitchen Assistant*  
Rebecca Robinson  
*Kitchen Assistant*  
Monique Lightfoot  
*Kitchen Assistant*  
Tim Stoops  
*Kitchen Steward*  
Max Kracht  
*Maintenance*



### Working Together - Collaborative Agencies

Alzheimer's Association  
Area Agency on Aging of Northwest Michigan  
Benzie Area Christian Neighbors  
Benzie Central Schools  
Benzie County Baby Pantry  
Benzie County EMS  
Benzie County Sheriff's Department  
Benzie County Ministerial Association  
Benzie Home Health Care  
Benzie Transportation Authority  
Catholic Human Services, Inc.  
Centra Wellness Network  
Grow Benzie

### THANK YOU!

To all of our generous Donors who have graciously donated to Benzie County Council on Aging. Without your support, we would not be able to offer such a variety of programs helping our clients remain independently in their own homes.

Thank you for helping us help others!



Guardian Medical Monitoring  
Health Department of Northwest Michigan  
Legal Services of Northern Michigan  
Manistee-Benzie Department of Human Services  
Manistee Community Dental Clinics  
Munson Medical Center  
MSU Extension-Benzie County  
Northern Healthcare Management  
Northwest Michigan Community Action Agency  
Paul Oliver Memorial Hospital  
The Maples  
TrueNorth Community Service



