



Supporting Seniors Today, Tomorrow & the Future

Benzie County Council on Aging, Inc.

Fiscal Year 2014

Annual Report



"I'm not able to drive to the grocery store, so home delivered meals allows me to have a great hot meal."

From an HDM Client

Mission.....

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*.

2014 Year In Review – by Douglas Durand, Executive Director

My wife and I have snow plowing and housekeeping and we are so thankful for these services. My wife also has a rare cancer and needs to go to Munson for treatment and we use the Benzie Bus Passes to get her to and from Munson. We now have started to receive the home delivered meals and that has been a big help since we are focused on care for my wife. Thank you for all you do for us!

From a client with multiple services

One word comes to mind in summarizing 2014 and that is “GROWTH.” In September we provided our highest total of Home Delivered Meals in the history of our agency. We added a 4th route to our program to help ease the increase in clients and the number of hours our volunteer drivers were driving daily. Derek Watson from Watson Benzie Chrysler graciously donated a used 2006 Chrysler Town & Country Minivan to help us get the 4th route started and we are very appreciative to Derek and his staff for thinking of the clients we serve!

We also had a record year serving congregate meals at The Gathering Place Senior Center and to our friends out at Thompsonville on the first Friday of each month.

We received several grants in 2014 which helped fund a new program initiative called, “Benzie County COA Senior Dental Care.” This was a collaborative partnership with Dental Clinics North & Michigan Community Dental Clinics. We were able to provide up to \$300 each to 26 individuals. The program was so successful that the BCCOA Board of Directors has added it to our existing list of services and we will continue to partner with the

two Dental Clinics.

Another grant was applied to conduct a “Benzie County Senior Needs Assessment” and 366 individuals took part in the survey. The top 6 needs were: 1. Affordable Dental Care; 2. Legal Assistance Workgroups; 3. Health Screenings; 4. Access to Computers, Internet, and Computer Trainings; 5. Nutrition Classes, and 6. Affordable Senior Housing. We will be forming task force groups to determine the best way to focus on these needs.

We also received a one-time grant from the Benzie County Department of Veterans Affairs. The funds were used to help provide services to Veterans and/or Spouses of Veterans. We served a total of 193 Veterans and/or Spouses of Veterans with a value of services provided of \$200,879.

These are just a few of the highlights that BCCOA experienced in 2014. Please read through the section about the services/programs that we offer for a complete report on the number of clients, meals and units provided.

With the projected growth of those 60 and older living in Benzie County, we will need to increase our fundraising efforts to compensate for this growing, aging population. Our Board of Directors is actively focused on fundraising and Strategic Planning goals for the future of Benzie County Council on Aging.

Sincerely,

Douglas Durand

Services

Nutrition Program



The Nutrition Program has two components: Home Delivered Meals and Congregate Meals. BCCOA operates both programs in Benzie County and both programs provide nutritionally balanced meals to individuals 60 and older.

Our meals meet the daily recommended dietary intake allowances established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences. Our monthly menus are reviewed by a Registered Dietician with Area Agency on Aging.

The Home Delivered Meals program is delivered Monday through Friday by volunteers on 4 separate routes throughout Benzie County. Depending on each client's needs, the meals consist of a hot meal for lunch, cold meal for re-heating at the client's convenience and frozen meals for weekends and holidays. Breakfast bags are also available at the client's requests and/or during the assessment process. Each client is assessed at the time of a referral and then every 6 months thereafter.



The Congregate Meals Program operates out of The Gathering Place Senior Center in Honor, Monday - Friday and also at the Community Building in Thompsonville on the first Friday of each Month. These sites promote better health through improved nutrition, social and educational activities.

<u>Nutrition Program</u>	Clients Served	Meals Served
Home Delivered Meals (HDM)	224	32,891
Medicaid Waiver HDM Clients	6	1,004
Congregate Meals (Honor & Thompsonville)	1,219	23,254
Totals	1,449	57,149

Total Home Delivered Meals increased 11% as compared to 2013.

Total meals provided at both Congregate Meal Sites increased 5% as compared to 2013.

Overall, we served 4,452 more meals in 2014 as compared to 2013.

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!

From a HDM Client

Chore Program

Offered to seniors age 60 and older with physical limitations that prevent them from taking care of their basic housekeeping needs, lawn care and snow removal. For the Homemaker Program, we provide the basic house cleaning chores of dusting, sweeping, vacuuming, mopping, laundry, etc. to ensure a clean and healthy living environment every other week. Lawn Chore provides outdoor summer maintenance such as lawn mowing, trimming and cleanup to increase the safety around a person's home. Snow Removal consists of driveway plowing, maintaining access to their mailbox and shoveling for their main entrance.

Chore Programs	Clients Served	Units Provided
Homemaker	122	3,509
Lawn	79	336
Snow Removal	110	1,461
Totals	311	5,306

This is an increase of 12% in units provided as compared to FY'2013

Following an injury and illness, I contacted BCCOA. I cannot climb stairs or ladders. Scrubbing floors is very difficult. I cannot change light bulbs. Making the bed is harder now. Having a clean house is important to me. My worker's pride in her work has given pride in my home back to me.

From a Homemaker Client

Careline (Guardian Medical Monitoring)

The Personal Emergency Response System (PERS) service provides peace of mind and independence to the user and respite reassurance for concerned family members or caregivers.

21 clients received full funding from BCCOA and the savings to these individuals was \$6,300

Senior Transportation (Benzie Bus Passes)

Free passes to ride the Benzie Bus are available to all seniors that are age 60 and older residents of Benzie County. The Council on Aging purchases bus passes from Benzie Transportation Authority and provides them free of charge. They are good for travel anywhere that the Benzie Bus travels (including Traverse City). Passes are available at the BCCOA office.



1,658 bus punch cards were provided and this represents an increase of 42% as compared to 2013.

Medicare/Medicaid Assistance Program (MMAP)

Medicare Medicaid Assistance Program is offered to seniors needing help with their medical and/or prescription drug coverage. The volunteers are at the BCCOA office on Wednesdays, by appointment.

*152 individuals received this service
This is an increase of 5 additional clients*

Dining Out



This program is designed to give senior citizens 60 and older more choices for their nutrition by utilizing the services of local restaurants. Each person can get 4 vouchers every 30 days. Vouchers are redeemable at participating restaurants. Vouchers are purchased at \$3 with a value of \$6 off a meal at participating restaurants.

4,416 vouchers were issued

This is a 23% increase in the number of vouchers issued as compared to FY'2013

Newsletter (Senior Scoop) Subscriptions

291 subscriptions, 850 issues printed monthly including delivery to all HDM clients and another 105 issues delivered electronically.

We have increased our number of newsletters delivered to the community by 171 since 2013.

Senior Project Fresh

The Senior Farmers Market Nutrition Program, known as Senior Project FRESH/Market FRESH in Michigan, provides older adults who qualify, with unprocessed Michigan-grown products from authorized farmers markets and roadside stands throughout Michigan.

167 individuals received booklets (value - \$20 per booklet)

The amount of money that was generated to the Farm Markets of Benzie County was \$3,340

Senior Companion Program

Senior Companion volunteers provide companionship and assistance to 5-7 clients in Benzie County. A volunteer might take a homebound senior grocery shopping, assist an individual with developmental disabilities learn a new life skill or escort a frail adult to a medical appointment.

\$4,000 provided annually to Catholic Human Services

This amount helps to reimburse the SCP for the volunteer's mileage for seeing up to 7 clients referred by BCCOA

Information & Assistance

An excellent information source, the COA helps many people by answering questions about specific services and how to access programs and agencies throughout the state.

Phone and Walk-ins – 6,945 contacts

Volunteer Contributions

In 2014, Benzie County Council on Aging was the recipient of 8,600 hours of volunteer services. At a value of \$9.70 per hour, the Council on Aging experienced a cost savings of \$83,420.

Volunteer services provided included:

- Home Delivered Meals Drivers
- Medicare/Medicaid Assistance Program Counselors
- Foot Care Clinic
- Leading Senior Center Programs
- Reception and Office Duties
- TGP Greeters
- Board Member
- Flu Shot Clinic
- Preparing Mailings



When the snow on my driveway was too deep to drive a car up, the volunteer would walk up and deliver the meal to my door. Those volunteers are some of earth's angels.

From a HDM Client

The Gathering Place Senior Center



The Gathering Place Senior Center is Benzie County's senior adult community center that places the focus on positive aging by providing a broad spectrum of services. Activities offered included:

- Fitness Programs (Yoga, Zumba, Floor Exercise, Chair Yoga, Tai Chi, Wii Bowling)
- Card Games
- Health Screenings
- Educational, Financial & Health/Wellness Seminars
- Day Trips/Outings
- Special Events
- Musical Entertainment Programs
- Computer Classes



TGP & Thompsonville	Annual Visitors	Number Participants	Number Trips	Number Groups
Activity Centers	4,686			
Travel/Trips		506	34	
Groups/Seminars				23

My husband passed away about one year ago. I was alone at 62 years old and came to The Gathering Place for lunch and found myself in good company. I met new friends and started trying new activities and it has made a positive change for me!

From an TGP Client

OTHER:

- Commodities Program-30 individuals receive this service monthly
- Foot Clinic – Every six weeks, 22-26 individuals receive this service
- Blood Pressure Clinic - sponsored by The Maples & Benzie County EMS
- Hearing Clinic (monthly) – sponsored by Miracle Ear
- In-service training for staff and volunteers

NEW & UPCOMING:

- Upcoming Board of Directors and Management Leadership Training through Northsky Nonprofit Network.
- New program called Project LifeSaver which is a system of equipment providing an effective way to keep individuals who might wander safe.
- Increase collaborated efforts to better promote the health and wellness of older adults.
- Increase our outreach efforts throughout Benzie County to educate and bring some of our resources to outlying townships and villages.

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!

2014 Staff Members

Executive Director

Douglas Durand

Executive Assistant

Sabra Boyle

Receptionist

Dawn Schopieray

Senior Center Coordinator

Dawn Bousamra

HDM & HM Coordinator

Jeff Stockman

Executive Chef

David Main

Sous Chef

Phil Gagliano

Assistant Cook

Jessica Thomas

Kitchen Assistants

Kathy Frederick

Tina Cooper

Bonnie Fast

Michelle Francis

Steward

Tim Stoops

Maintenance

Max Kracht

2014 BCCOA Board of Directors

Beverly Holbrook, Chairperson

Jane Elzerman, Treasurer

Niel Haugen

Robert McQuilkin

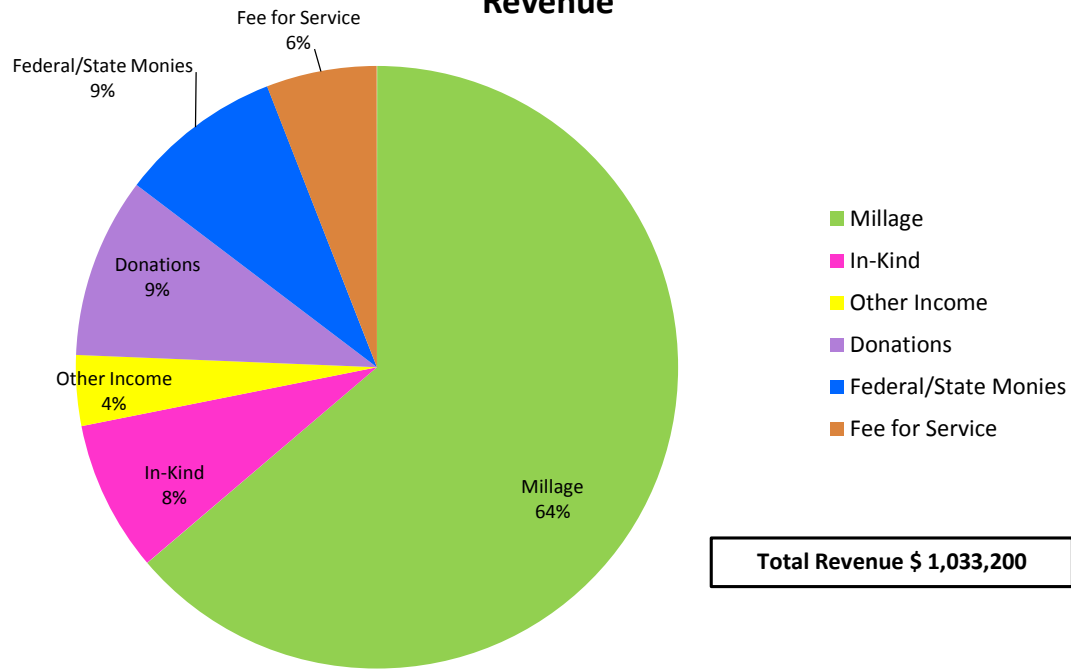
Ron Dykstra, Vice-Chairperson

Denise Faveau, Secretary

Donna Malecki

Rosemary Russell

Revenue



Expense

