



BENZIE

SENIOR RESOURCES

Be connected. Be supported. Be home.

2017 “A Year of Coming Together and Milestones” – by Douglas Durand, Executive Director

Dear Friends,

By all accounts the “new” Benzie Senior Resources exceeded all expectations! New milestones on service hours provided, meals delivered, activities attended, vouchers purchased and phone calls received for assistance. This is just the beginning of what was accomplished in 2017.

Did You Know That We.

- Delivered 50,580 meals to homebound clients; an increase of 17% over 2016
- Served 25,489 meals at The Gathering Place Senior Center; an increase of 1.5% over 2016
- Provided 4,262 service hours through the Homemaker Program; an increase of 15% over 2016
- Provided 17,436 bus rides to seniors through Benzie Bus; an increase of 16% over 2016
- Increased the number of clients receiving Personal Care, RN visits/Medication Management and Respite Care by 52% during 2017
- Increased the number of clients receiving Snow Removal services by 16% over 2016
- Increased the number of folks participating in activities at The Gathering Place Senior Center by 26% over 2016
- Increased the number of clients receiving Lawn Chore services by 50% over 2016
- Assisted 200 individuals with Medicare and Medicaid services saving them over \$49,000 in out-of-pocket expenses
- Doubled, each month, the number of individuals receiving foot care through our foot clinics

Other Key Accomplishments

- ▶ Collaborated with Benzie Area Christian Neighbors (BACN) to establish a pilot project called **Senior Food Box Program**. Ten households were identified as at-risk for senior food insecurity in congruence with a lack of transportation and/or chronic health issues. BACN provides shelf-stable, senior-friendly food items for food insecure senior households. These Senior Food Boxes are delivered by Benzie Senior Resources twice per month.
- ▶ Purchased, for delivering meals, a gently used 2014 Dodge Grand Caravan replacing the 2006 Chrysler Town & Country (it had over 264,000 miles on it!). The Grand Caravan was purchased with a grant from the Grand Traverse Band of Ottawa and Chippewa Indians 2% Funds and designated donation dollars.
- ▶ The Benzie Senior Expo Event moved to Trinity Lutheran Church and tripled the attendance of attendees.
- ▶ Received \$85,220 in grants that helped fund the Senior Essential Needs Fund, Marketing/Branding materials for Benzie Senior Resources, CENA training for two staff, Senior Dental Program Vouchers and outreach education, meal delivery vehicle purchase, update technology, office renovations, financial assistance in our sliding scale fee program for in-home services and all staff/volunteer in-service training.
- ▶ In August 2017, it was announced that we would be awarded a 2018 Subaru Outback to establish the new Route 5 for Meals on Wheels. This generous award came from Subaru of America in their campaign of 50 Cars for 50 Years, along with a collaboration with Meals on Wheels America.

- ▶ Successful voter approval of the Benzie County Commission on Aging Senior Millage with an increase from .66 mills to .85 mills.
- ▶ The Annual Walk-A-Thon Fundraiser had an increase in number of walkers/bikers.
- ▶ Joined the Grand Traverse Region Oral Health Coalition.
- ▶ Increased our volunteer base resulting in 13,112 hours donated by our volunteers.

When people ask me how we are able to do so much for the seniors in Benzie County, I tell them it's quite simple. The staff and volunteers make it possible. I see the dedication that each staff and volunteer share in their work; making a difference in someone's life.

As I brag about the milestones and accomplishments that were celebrated in 2017, I want to emphasize that this would not have been accomplished without the generous support of our donors. We are grateful for their support, and with the community's support, we'll continue to be here – ready to offer the services needed by our ever-growing population of seniors.

Some goals identified as priorities for 2018 include:

- Expanding and improving services that impact the quality of life for Benzie seniors;
- Strengthening our network of community partners to better achieve outcomes for Benzie Seniors; and
- Improving the Benzie Senior Resources staff and volunteer satisfaction.

In closing, we are all about Benzie County and we truly aim to be the difference in someone's day. Getting to know our Benzie County seniors is a gift. Treating them with the respect and empathy that garners trust is a must. You could say we're a partner in care, because we care.

Warm regards,

Douglas Durand

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Mission Statement

To provide exceptional services, resources and trusted care to support Benzie seniors.

[Please refer to the following page for more Key Accomplishments of Benzie Senior Resources](#)

Benzie Senior Resources Annual Report for FY'2017 (October 1, 2016—September 30, 2017)

ACCOMPLISHMENTS

Homemaker Program

- 145 Customers
- 4,262 Service Hours
- 17% increase over the past 2 years
- Added three new Homemaker contractors to meet the needs



Home Delivered Meals Program

- 256 Customers
- 50,580 Meals Served
- 63,564 Miles Driven
- 36% increase over the past 2 years



Senior Transportation (Benzie Bus)

- 118 Customers
- 1,453 Bus Punch Cards Provided
- 17,436 Rides
- 16% increase over the past 2 years



Testimonial—*The Homemaker makes my home sparkle and makes me feel better knowing it's clean. She is able to work and talk to me while she cleans which makes my day go by better. I could not manage cleaning like she does for now and it allows me to feel like having someone stop in and visit because it's clean.*

Testimonial—*When the Home Health Aide comes, mom lights up and absolutely loves the attention and care given to her. She is treated like family.*

Congregate Meal Sites-The Gathering Place & Thompsonville

- 1,525 Customers
- 25,489 Meals Served
- 8% increase over the past 2 years



Dining Out Program

- 473 Customers
- 24 Participating Restaurants
- 49% increase over the past 2 years



Lawn Chore Program

- 121 Customers
- 727 Mows
- Expanded Spring and Fall Cleanup
- 71% increase over the past 2 years



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ACCOMPLISHMENTS

The Gathering Place Activities

- 8,037 Activity Attendance
- 19 Core Activities
- 20 Special Programs



Medicare/Medicaid Assistance Program

- 200 Customers
- 328 Hours of Service
- Saved \$49,400 for individuals
- 2 MMAP Counselors



Snow Removal Program

- 151 Customers
- 939 Plows Provided
- 5 Contractors



Volunteers Giving

- 142 Volunteers
- 13,112 Service Hours
- 26% increase in service hours over the past 2 years



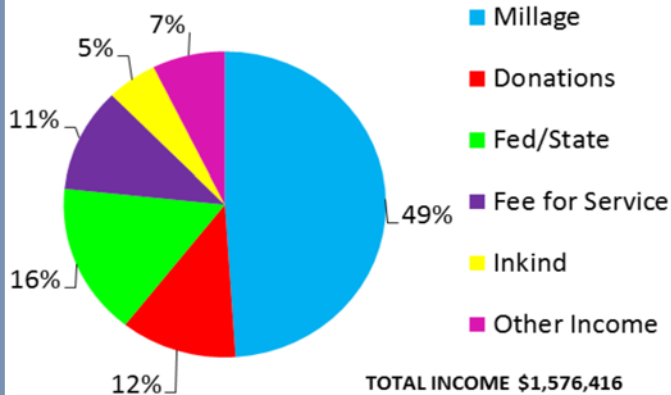
Testimonial— I really appreciated the good meals and concern and friendliness of all involved. Thank you from the bottom of my heart”

In-Home Services

- Throughout 2017, the number of clients increased by 61%
- Total client hours increased by 59%
- Registered Nurse visits increased 80% over 2016
- Personal Care & Respite Care visits increased 61% throughout 2017



INCOME



EXPENSES

