



BENZIE
SENIOR RESOURCES

Be connected. Be supported. Be home.

2018 “We Are Driven to Support Benzie Seniors” – by Douglas Durand, Executive Director

Doris Loll just turned 90, and with the support of family and Benzie Senior Resources she’s living and thriving at home. She’s a regular visitor to the Gathering Place Senior Center where she plays Pinochle and helps to lead a stretching class. During the winter months, she stays closer to home and takes advantage of our Home Delivered Meals, Snow Removal and Homemaker services. A hot meal, accompanied by a quick friendly visit, is delivered right to her door by one of our wonderful volunteers, her driveway and walk stay safe and accessible, and her house gets cleaned. According to Doris, “The Homemakers are amazing. They do everything that I need done. If it weren’t for you I would not be able to stay in my home.”



Doris’s daughter DeAnne says, “If it wasn’t for you guys she could never stay home anymore. If I didn’t have you helping I couldn’t do it. After she broke her arm I was with her all the time. Doctor appointments, checking in and getting her out of the house, so for you guys to do the housekeeping and snow removal and lawn maintenance... if I had to do it all by myself it would be so overwhelming. She has her Home Health Aide coming in and having somebody else do the little things that she needs done is a saving grace. Without Benzie Senior Resources it would be so much harder. You are a godsend.”

Dear Friends.

Doris’s story is what exemplifies Benzie Senior Resources ability to meet the needs of Benzie’s seniors and their families. It’s who we are and how we strive to be the best we can be.

In 2018, we again set new milestones in the number of clients served, hours of services, meals delivered, activities provided and attended, vouchers purchased for homemaking, snow plowing and lawn care, bus passes given, and questions answered regarding senior resources by phone or in person.

Highlights:

- Delivered 58,195 meals to homebound clients by traveling 64,740 miles in Benzie County
- Provided 5,569 Personal Care Service Visits
- Served 23,794 meals to 1,359 folks at The Gathering Place Senior Center
- Provided 756 RN visits for Assessments, In-Home Footcare, Medication Management and Caregiver Support
- Provided a total of 306 Foot Care Clinic Hours
- Provided 4,636 service hours through the Homemaker Program
- Provided 19,536 bus rides to seniors through Benzie Bus
- The combined Chore Programs of Snow Removal and Lawn Chore increased 44% over 2017
- Assisted 186 individuals with Medicare and Medicaid services saving them over \$71,600 in out-of-pocket expenses

Other Key Accomplishments

- ▶ 206 Holiday Christmas Bags were handed out to homebound seniors in our community. Six local churches, Shop-N-Save and numerous individuals came together to assist us.
- ▶ We were awarded \$93,630 in grants.
- ▶ Continued to expand our presence on social media through the Benzie Senior Resources Webpage and Facebook.
- ▶ Took delivery of the 2018 Subaru Outback in November from a grant made possible from Subaru of America and Meals on Wheels America. This allowed Benzie Senior Resources to expand with an additional route for Home Delivered Meals.
- ▶ With the partnership with BACN, we doubled the number of senior households that are receiving twice a month a food box to help decrease their risk of food insecurity.
- ▶ Partnered with Northwest Michigan Community Action Agency to provide space for three volunteer income tax preparers and 263 low to moderate income individuals in Benzie County had their income taxes done.
- ▶ As a member of the Senior Network Group, "Building Benzie Bonds;" the Senior Expo grew in both number of participants and vendors. Trinity Lutheran Church was the host of the Senior Expo.
- ▶ A record number of Senior Project Fresh coupons were given out to those that qualified. In total 213 individuals received a free \$20 coupon booklet to use at local produce markets in Benzie County.
- ▶ This summer Benzie Senior Resources partnered with Dr. Cathlyn Sommerfield of CS Research and Consulting and with Heidi Gustine, MPA with Area Agency on Aging of Northwest Michigan to put together two Senior Needs Assessments. One for the senior community and the other focusing on The Gathering Place Senior Center and future expansions/growth of senior centers in Benzie County. Just under 700 surveys were returned.
- ▶ We are proud to serve our Veteran's and their families. In total we provided one or more services to 476 veterans' and/or their spouses.

While these accomplishments are impressive, without the support of the community through the senior millage, local businesses, individuals and churches no of this would be possible. Your support made the difference in so many frail and vulnerable lives. We consider the community a caring partner in our quest to provide exceptional care to help Benzie seniors live independently, with dignity in their own homes.

How the community supported this work:

Support of the Senior Millage

Fundraising

195 people supported the Annual Walk-a-Thon and raised \$21,140

Donating

297 individuals, churches and foundations made financial contributions!

Volunteering

151 Volunteers donated 14,020 hours

Benzie Senior Resources is grateful for our partnerships with various organizations throughout Benzie County and the area region. As unmet needs impacting the lives of older adults and caregivers arise, we will do our best to make a difference.

As we begin 2019, our focus includes the following:

- Compile the results of the two Senior Needs Assessment Survey and facilitate community meetings throughout Benzie County to gather additional input about the results and draft action items that will need to be taken to achieve the needs of the seniors in Benzie County.
- Pursue options for BSR facility space.
- Strengthen BSR Capacity and Programming.

In closing, I am so thankful for the leadership that the Board of Directors, staff and volunteers provide to move Benzie Senior Resources forward to fulfill its vision to enrich the lives of all Benzie seniors by identifying focused priorities designed to maximize resources to meet community needs. We will provide services, resources and creative, innovative leadership in order to make Benzie County a livable, age-friendly community that promotes senior dignity and independence.

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'2018 (October 1, 2017—September 30, 2018)

ACCOMPLISHMENTS

The Gathering Place Activities

- 8,394 Activity Attendance
- 22 Core Activities
- 20 Special Programs



Medicare/Medicaid Assistance Program

- 186 Clients
- 232 Hours of Service
- Saved \$71,615 for individuals
- 2 MMAP Counselors



Snow Removal Program

- 151 Customers
- 1,675 Plows Provided
- 7 Contractors
- 78% increase over 2017



Volunteers Giving

- 151 Volunteers
- 14,020 Service Hours
- 7% increase in service hours over 2017

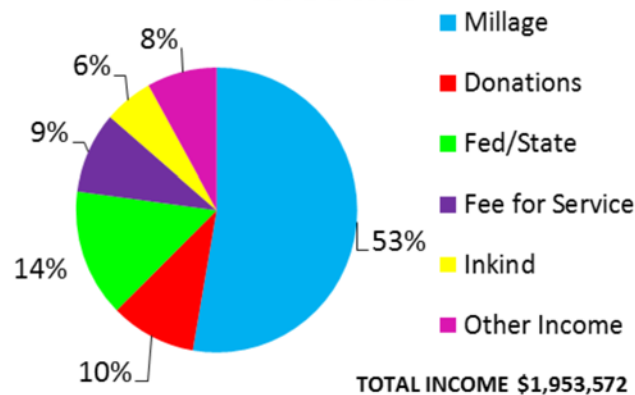


Testimonial— *The Lawn looked very nice, he always took the time to talk with me, and always asked how I was doing.*

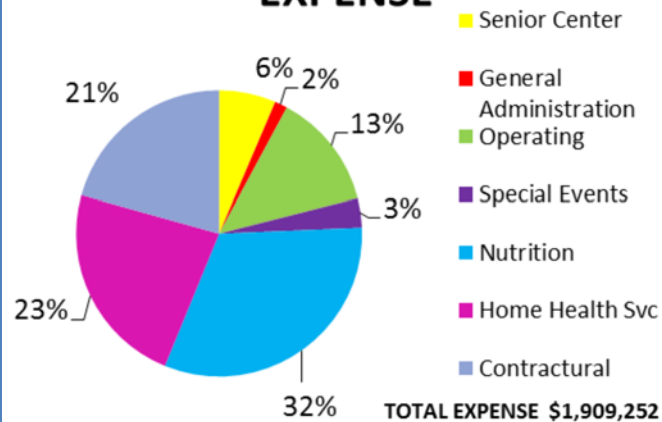
In-Home Services

- Client caseload increased 27% over 2017
- The number of Sliding Scale Fee Clients increased 42%. Helping to make In-Home Health Care affordable for many
- Registered Nurse visits increased 38% over 2017
- Personal Care Visits increased 25% over 2017

INCOME



EXPENSE



Benzie Senior Resources Annual Report for FY'2018 (October 1, 2017—September 30, 2018)

ACCOMPLISHMENTS

Homemaker Program

- 127 Customers
- 4,636 Service Hours
- 8.8% increase over 2017
- Added 2 new Homemaker contractors to meet the needs.



Home Delivered Meals Program

- 287 Customers
- 58,195 Meals Served
- 64,740 Miles Driven
- 15% increase over 2017



Senior Transportation (Benzie Bus)

- 195 Customers
- 1,628 Bus Punch Cards Provided
- 19,536 Rides
- 12% increase over 2017



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—*“Thank you one and all for your kindness and friendship and all the lovely meals you sent these last couple of months. We both appreciate your kindness.”*

Congregate Meal Sites-The Gathering Place & Thompsonville

- 1,359 Customers
- 23,794 Meals Served
- Increased our purchase of locally grown produce



Dining Out Program

- 479 Customers
- 24 Participating Restaurants
- 1.5% increase over 2017



Lawn Chore Program

- 131 Customers
- 781 Mows
- Expanded the mowing season
- 7% increase over 2017

