

Benzie Senior Resources

2019 Annual Report



Quote from Home Delivered Meals Client
"They become good friends and are so helpful. They help with little things like pick up my newspaper and shovel my walk."



We provided services to 522 veterans and spouses of veterans, representing about 32% of our overall client base.

Quotes from those who attend The Gathering Place
"I had no idea what to do with my phone until I met Robert!"



Quote from a Home Delivered Meals Client
"I am a stroke victim with permanent vision loss and not able to drive ever again. The meals program allows me to remain in my own home. I am so grateful for BSR and the fine staff and volunteers."

1,616 Benzie Seniors served
102 are 90 years old and older
70% are 70 years and older



BENZIE

SENIOR RESOURCES

Be connected. Be supported. Be home.

10542 Main Street
Honor, MI 49640

www.BenzieSeniorResources.org

MISSION STATEMENT

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

VISION STATEMENT

Benzie Senior Resources will 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.

BOARD OF DIRECTORS

Beverly Holbrook, President
Ron Dykstra, Vice President
Jane Elzerman, Treasurer
Denise Favreau, Secretary
Nancy Mullen-Call
Deborah Rogers
Al Amstutz
Leo Hughes
Rosemary Russell

ADMINISTRATIVE STAFF

Douglas Durand, Executive Director
Sabra Boyle, Fiscal Manager
Angela Haase, Administrative Assistant
Nancy Chmielewski, Receptionist

From the Executive Director

I am honored to work with an outstanding group of employees, volunteers and contractors who are dedicated to providing exceptional services, resources and trusted care to support Benzie Seniors. Overall, there are 206 individuals making a difference for our seniors living in Benzie County **every day!**

The senior population continues to grow and by 2022, those over 60 will make up 38% of Benzie County's population. The increase in demand for services from the aging population will be a challenge; however, for almost 45 years, Benzie Senior Resources has been at the forefront in providing a comprehensive and integrated delivery of services to seniors in Benzie County that improves their quality of life, their health and safety, their social support systems, their nutrition, and their ability to stay in their homes. Challenge accepted!

We couldn't do any of this without the continued support of our community via the Senior Millage, Walk-a-Thon, our Year-End Appeal and through other donations.

Thank you to our local business community for supporting our annual Volunteer Recognition Event, March for Meals and Walk-a-Thon by sponsoring these events and providing in-kind gifts.

Thank you to the many local churches that support us through donations, purchasing gifts for the Christmas Holiday Gift Bags for the homebound seniors and holding special events that benefit the seniors in Benzie County.

Thank you **ALL** for your generosity!

By working together as a community, we will continue to provide the care and services that meet the highest standard for generations of aging adults and their families.

In warm regards,
Douglas Durand, Executive Director



MEALS AND FOOD SERVICES

Congregate Meals • Home Delivered Meals • Senior Project Fresh • Senior Dining Out
BACN Red Bag Program • Commodities • Nutrition Education

Striving to Eliminate Food Insecurity Among Seniors

NUTRITION STAFF

David Main, Executive Chef
Kathy Frederick, Assistant Cook
Wanda Smigiel, Crew Leader
Toni Hillier, Kitchen Assistant
Laurie Ottenbacher, Kitchen Assistant
Cathy Sanders, Kitchen Assistant
Jeanna Burns, Kitchen Assistant
Ryan Couturier, Kitchen Assistant
Mary Connor, Kitchen Assistant

HOME DELIVERED MEALS

Jeff Stockman, Coordinator

In 2015, food insecurity affected 12.7 % of American households. This is a particular problem for older Americans. Many live on a fixed income and are often healthier than those who are not at risk for food insecurity. Often, their conditions are caused or exacerbated by an inadequate diet.



The picture of food insecurity and malnutrition in older adults is changing. Historically, an older, frail person consuming a restricted “tea and toast” diet with few calories exemplified food insecurity and malnutrition. However, the advent of cheap — but non-nutritious — foods has given rise to the

coexistence of food insecurity, obesity and its complications: diabetes, high blood pressure and heart disease. Less healthy foods are often much cheaper than fresh fruits and vegetables, lean protein, and whole grains. Because adhering to a healthy diet is vital for maintaining health and managing many illnesses once they occur, food insecurity can significantly affect the health of older adults.

“Love this place! The salad bar is awesome with the fresh mixed greens and it’s healthy!”

Based on our 2019 Home Delivered Meals Client Survey, 48% of our clients reported that without their home delivered meals, they would NOT get enough to eat. Benzie Senior Resources is actively addressing the

food insecurity problem for older Benzie County seniors.



We address food insecurity and malnutrition issues through our Home Delivered Meals Program. Our meals are typically made from scratch with fresh vegetables, fruits and whole grains. We purchase a substantial amount food from vendor sources that partner with local farmers, giving our seniors foods that are in-season, healthier options. We also work directly with local farmers and producers to purchase in-season foods. The meals we prepare are reviewed by a Registered Dietician through the Area Agency on Aging of Northwest Michigan to ensure our organization meets federal and state nutritional guidelines for the older adult. These nutritional meals are provided at no cost to the clients, but they are given the opportunity to provide a donation.



Based on 2019 Home Delivered Meals (HDM) Client Survey; 91% of our clients reported that receiving home delivered meals has helped them remain in their homes. 95% reported that receiving meals has helped them eat healthier foods and helped to improve their health.

By the Numbers

- 56,251 meals delivered to 263 homebound clients
- Served 20,545 meals to 1,388 people at The Gathering Place
- 6,456 volunteer hours provided to deliver meals
- 240 individuals received Project Senior Fresh \$20 Coupons (**record amount that we dispersed**)
- 66,220 miles driven in Benzie County to deliver meals
- Nutrition Education materials provided monthly
- 5,797 Dining Out Vouchers purchased by 598 individuals
- 20 individuals received BACN Red Bags, twice a month, to help alleviate food insecurity in seniors
- Every month we deliver food commodities boxes to 30 individuals
- 93% rated the quality of meals as good to extremely good
- 99% rated the friendliness of staff and volunteers as good to extremely good
- People come from Grand Traverse, Kalkaska, Leelanau, Manistee & Wexford Counties to eat lunch at The Gathering Place



HOME SERVICES

**Respite Care • Snow Removal • Homemaker Program • Lawn Chore
Medication Management • Senior Companion Program**

HOME HEALTHCARE STAFF

Megan Francis, R.N., Director
Stacey Moseler-Sweeney, R.N.
Grace Blood, C.N.A.
Jenya Cobb, C.N.A.
Traci Hultman, H.H.A.
Shari Ingersoll, H.H.A.
Tammy Jenkins-Finney, C.N.A.
Mellie Long, C.N.A.
Sharon Parker, H.H.A.
Jessica Rastelli, C.N.A.
Joseph Wilkins, C.N.A.

"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."

"Since I can't shovel or take care of the snow, I am very grateful to BSR for this service. The cost is very affordable and appreciated!"

There comes a time when a helping hand can make a huge difference. Whether we are needed because of aging, the onset of an illness, or a sudden injury, Benzie Senior Resources is here to support mobility, independence, and well-being all in the comfort of home.

Independence is key to wellness. People live healthier and more satisfying lives when living in their own homes and communities. We provide the highest standard of non-medical home care to help ensure you or your aging loved ones maintain your independence for as long as possible. We are also there for clients following a hospital stay to lend the helping hand required to make recovering in their home possible while they focus on returning to full strength. From simple tasks such as providing friendship and phone calls to larger ones like medication and bathing assistance, we make living comfortably at home possible.

By the Numbers

- 6,881 Personal Care Visits
- 4,680 homemaking services hours to 128 clients (**record year!**)
- 789 Respite Care Visits
- 1,105 R.N. visits for assessments, medication management and in-home foot care (**record number of visits!**)
- 1,298 snow plows to 140 clients
- 15,587 hours in the Home Care Services Program (**record number of hours**)
- 815 lawn mowings to 103 clients (**record year for number of clients and mowings provided!**)
- Twelve clients were provided a Senior Companion Volunteer to help decrease their isolation by getting out for appointments, shopping, socialization and providing a break for the family caregiver.



HEALTH AND SAFETY SERVICES

Hearing Clinic • Blood Pressure Clinic • Foot Clinic
Oral Health Care • Guardian Medical Monitoring • Project LifeSaver

Another Milestone Celebration!
We have helped our 100th person in the Senior Oral Healthcare Program! In total, 249 dental visits were made at no cost to program participants.

Thank you to our dental partners:
Dental Clinics North Traverse City, Northwest Michigan Health Services and the Michigan Community Dental Clinics in Manistee. We started this program in 2014 with grants from both the Benzie County Community Chest and Grand Traverse Area Community Foundation.

By the Numbers

- 36 monthly hearing clinic visits at no cost to participants
- 152 individuals with a total of 463-foot care clinic appointments
- 33 clients utilized Guardian Medical Monitoring System for emergency needs at no cost to them
- Five families felt a greater sense of security and peace of mind knowing their loved one was utilizing the Project LifeSaver device in the event they may wander away from their homes.

Numbers from Clients who participated in the Oral Healthcare Dental Program and had follow-up dental care:

- 100% rated the condition of their oral health care as good to very good.
- Overall, the associated pain in their mouth disappeared.
- Nutritional intake improved by 92%.
- See a dentist/hygienist at least yearly.



SUPPORT SERVICES

Essential Needs Emergency Fund • Equipment Loan Closet • Estate Planning
Tax Preparation Senior Transportation Services • Medicare/Medicaid Assistance Program
Information & Assistance

By the Numbers

- 202 Seniors were provided 1,702 Benzie Bus Passes for a total of 20,424 rides (**record year for the number of clients and number of bus passes!**)
- 240 clients received Income Tax Preparation Assistance at no cost to them
- 185 individuals were guided through the Medicare/Medicaid maze with assistance in Part D Prescription coverage, choosing the right Medicare Supplemental Insurance, annual paperwork and documentation for Medicaid
- 14 individuals received financial assistance through the Senior Essential Needs Fund Program
- 52 individuals obtained free estate planning advice through the partnership with Swogger, Bruce & Miller Law Firm
- BSR Information and Referral professionals answered 11,295 inquiries leading service referrals
- 300 individuals acquired durable medical equipment and supplies at no cost to them



SOCIAL CONNECTIONS

The Gathering Place Senior Center in Honor

Senior centers are designated as community focal points that not only provide helpful resources to older adults but serve the entire community with information on aging, support for family caregivers, training professionals and students and developments of innovative approaches to aging issues.

SENIOR CENTER STAFF
Dawn Bousamra, Senior
Center Coordinator
Susan Glass, Senior Center
Assistant



Research suggests that activity participation is essential to quality of life.

Activity has important life benefits:

- Reduces risk of depression
- Reduces global cognitive decline
- Enhances social connectedness

The Gathering Place

Senior Center Strives to Provide:

- Daily meals, nutrition education and other wellness programs
- Exercise Classes including Yoga, Zumba, Balance & Stretching and Chair Yoga
- Health Services including: blood pressure and blood sugar checks, flu shots, hearing assessments, foot clinics and support groups
- Education Classes including: Eat Smart & Live Strong, Move More, computer/technology classes, Living with Diabetes and Chronic Pain and lunch & learn series
- Information and Assistance including: Medicare/Medicaid seminars, tax preparation, avoiding identity theft, estate planning and referrals and connection to appropriate community support services
- Social Events and Programs including crafts, board & card games, birthday parties, music programs, day trips and in-house movies



THE GATHERING PLACE SENIOR CENTER HIGHLIGHTS

Hired Susan Glass as our New Senior Center Assistant ● Built a Tranquility Garden ● Offered a Diverse Selection of Crafts including Pottery, Building Bird Houses & Creation of Stepping Stones ● Collaborated with Michigan State Extension for Eat Smart, Live Strong & Move More! ● Offered AARP Smart Driving Course ● Took a group to the 1st Annual Relative Care Day at the State Capitol & Senior Appreciation Day in Cadillac ● 7,507 cumulative number of individuals participated in the variety of activities offered.





VOLUNTEERS

We couldn't do all that we do if it wasn't for the wonderful volunteers who give their time to Benzie Senior Resources. All 158 volunteers make a difference in so many lives from the Home Delivered Meals Volunteers who deliver a meal, a smile and a message of goodwill to the Melody Makers who put on an event every Tuesday & bring music, dancing and smiles to so many. The activity volunteer leaders enrich others through their group activities and our front desk and administrative volunteers greet, interact and offer guidance to help navigate Medicare, Medicaid and Social Security Benefits.



We have a small group of volunteers who make wellness phone calls every morning to our homebound seniors; just being a friend, a caring voice on the other end of the line is what it's all about. And our Walk-a-Thon volunteers give so much each year ensuring this event is successful. The Walk-a-Thon wouldn't occur if it wasn't for their continuous support and dedication. Our Board of Directors volunteers do so much behind the scenes and are dedicated to leading Benzie Senior Resources now and in to the future.



Total Volunteer Hours – 15,194 resulting in a savings/value of \$167,134 to Benzie Senior Resources!



Quote from a Home Delivered Meals client
"I think they are wonderful. They make my day! A little conversation goes a long way!"

Volunteer Story



Ann and Jack Howell deliver Meals-On-Wheels with a side of smiles and compassion. In the winter, they deliver meals together and during the summer months, Ann's friend serves as her co-pilot on the route.

Ann started volunteering 9 years ago. She wasn't working at the time and had the desire to volunteer in her community. She found her place with Benzie Senior Resources and has been delivering meals ever since. Jack followed suit about 7 years ago. Why deliver meals? Ann's response is heartfelt. ***"I'm***

drawn to seniors. I really enjoy seeing them and checking in to make sure they are safe and happy."

Jack and Ann are also regular visitors to The Gathering Place, where they find the food to be, "unbelievable!"

Quotes from those who attend The Gathering Place

"We enjoy the music and the help we receive when we walk in the door."

Quote from Home Delivered Meals' Client

"They saved my life! I was down and couldn't get up. Volunteers called EMS and got me the help I needed."



TOWNSHIP REPORT - CLIENTS SERVED

# of services	Almira	Benzonia	Blaine	Colfax	Crystal Lake	Gilmore	Homestead	Inland
1 service	60	136	24	23	57	32	105	61
2-3 services	53	126	9	13	30	30	108	65
4-6 services	29	42	12	4	17	9	51	16
7+ services	3	11	1	0	3	3	10	7
Total Clients	145	315	46	40	107	74	274	149

# of services	Joyfield	Lake	Platte	Weldon	City of Frankfort	Grand Total	Percentage
1 service	34	63	26	25	59	705	43%
2-3 services	29	44	27	21	55	610	38%
4-6 services	16	14	4	5	31	250	16%
7+ services	2	4	1	2	4	51	3%
Total Clients	81	125	58	53	149	1616	100%



ADDITIONAL HIGHLIGHTS FROM 2019

Proud to be awarded the
**Non-Profit Member
Community Impact Award**
by Benzie County Chamber
of Commerce

Successful **Build A Van**
Fundraising Campaign with
support from: Benzie County
100 Women Who Care, Grand
Traverse Band of Ottawa &
Chippewa Indians 2% Grant,
March for Meals Restaurants
and 82 Individual Donors



565 LIKES ON
FACEBOOK

Over 200 Christmas Holiday Gift Bags went out to homebound seniors!



Benzie Senior Resources is very fortunate to have many collaborative relationships with agencies, businesses and houses of worship that help us in our quest to meet the needs of Benzie County seniors!

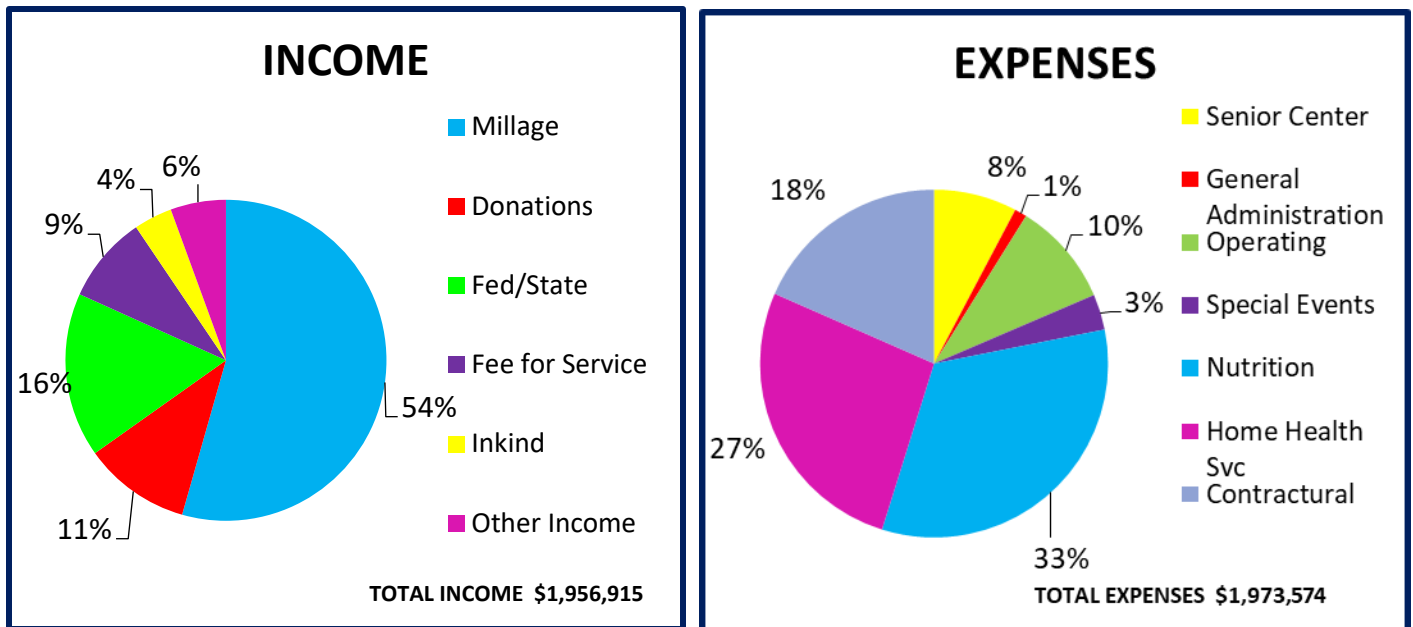
Area Agency on Aging of NW Michigan • BACN • Benzie Bus • Benzie County Sheriff's Department
 Benzie Central Schools • Benzie Human Services Collaborative • Blaine Christian Church
 Building Benzie Bonds Senior Workgroup Members • City of Frankfort
 Cornerstone Assembly of God • Dental Clinics North • Family Fare
 First Congregational Church of Frankfort • First Congregational United Church of Christ in Benzonia
 Frankfort and Elberta United Methodist Church • Lake Ann United Methodist Church
 Michigan Community Dental Clinics • MSU Extension • Norconk Farms
 Northern Health Care Management • NW Michigan Community Action Agency
 NW Michigan Health Services • Shop-n-Save • Silver Lake Elementary School
 St. Andrews Presbyterian Church • Trinity Lutheran Church
 UpNorth Fields • The many businesses that support us!

SUCCESSFUL WALK-A-THON FUNDRAISING EVENT





FISCAL YEAR 2019 FUNDING SOURCES



Final Thoughts....

As we begin 2020, our focus includes the following:

- Celebrate our 45th Anniversary as an agency & 40th Anniversary of the Walk-a-Thon Fundraiser Event
- Continue to expand and grow the activities at The Gathering Place Senior Center that highlight maintaining health, understanding benefits & offering evening meals and events
- How to better serve the “Family Caregiver”
- Continue to pursue options for additional facility space
- Seek out additional collaborative opportunities
- Strengthen BSR Overall Capacity and Programming