

BENZIE

SENIOR RESOURCES

Be connected. Be supported. Be home.

*Providing exceptional services, resources and
trusted care to support Benzie seniors.*

Annual Report 2020

A Message from Our Board President

Fiscal 2020 was a year like no other for Benzie Senior Resources. We began on pace for another record setting year. Every grant applied for was approved and new programs were being planned with much of the funding coming from those grants. The onset of the pandemic, however, affected every facet of our operations. It imposed many new challenges, shifted our priorities and required the continual revision of procedures.

Through the constantly changing landscape, Benzie Senior Resources was a leader in keeping programs open and services available. We are most proud of the responsiveness and resilience of our staff and the dedication of our volunteers. New protocols, systems and programming were developed to ensure the safety of clients, volunteers and staff.

The Gathering Place remains closed, but senior nutritional needs continue to be met with the switch to curbside meal pickup, delivery of shelf stable foods & fresh produce boxes, as well as a record number of home delivered meals.

In-home health care continues for our most vulnerable seniors and the isolation, loneliness and depression exacerbated by the pandemic are currently being addressed through technology and new programming.

This past year, our revenues were down, but so were expenses. We are beyond grateful for the support of our community in the form of donations, grants and passing of the senior millage. Through the Families First Corona Virus Act and the Payroll Protection Plan, Benzie Senior Resources was able to retain key staff, supplement nutritional programs, and provide needed PPE for clients, staff and volunteers. As a result, we are financially sound and poised for the unknowns of the year ahead.

We look forward to resuming our full range of programming and instituting the new senior programs that were in the pipeline before the pandemic hit. Benzie Senior Resources is on firm ground and ready for the opportunities and challenges that lie ahead.

~ Nancy Mullen-Call

"It isn't given to us to know those rare moments when people are wide open and the lightest touch can wither or heal.

F. Scott Fitzgerald

Celebrating
45
YEARS
Of Service to
BENZIE COUNTY
SENIORS



BENZIE
SENIOR RESOURCES

Be connected. Be supported. Be home.

Find out more: 231-525-0600 • BenzieSeniorResources.org

A Message from Our Executive Director – Douglas Durand

“When It Matters – We’re Here”

A year like no other...that was 2020. “When It Matters – We’re Here” became our new tagline as we quickly adjusted and updated our services around the COVID-19 pandemic. Our number one priority is the safety of our community, especially our seniors, staff, and volunteers.

After coming off a spectacular year in 2019, with many milestones achieved, 2020 was viewed as a re-boot for The Gathering Place Senior Center with planned evening meals, activities, and entertainment. Unfortunately, 2020 sent us into uncharted territory and forced us to re-shape Benzie Senior Resources, as well as how we navigate everyday life.

There is no doubt this year has been challenging and difficult, and continues to test us, but I want to focus on the positives that occurred within our staff, volunteers, and contractors. They are why and how Benzie Senior Resources has maintained a leader in providing senior services to those in need in Benzie County!

Highlights of the Past Year

Curbside Meals

We launched Curbside Meals in response to the closure of The Gathering Place Senior Center thus shutting down the Congregate Meal Program. Although it is not the same as gathering to enjoy a meal, this program fills a void and a purpose allowing us to continue to help support the nutritional needs of our seniors. The numbers of participants continue to increase as more people give Curbside Meals a try.

Home Delivered Meals

We responded to the senior community when our most vulnerable population sheltered in place. We increased our number of Home Delivered Meals clients and number of meals by over 50%. We have consistently delivered over 5,400 meals each month since March 2020 and just over 60,000 meals delivered in our fiscal year 2020 (October 1, 2019 – September 30, 2020).

We were one of a few Home Delivered Meals providers to deliver hot meals five days a week. We kept the safety of our staff, volunteer, and clients at the forefront of the delivery process during this pandemic. This system of offering three delivery options for clients has been a success and we will continue to offer these even when the pandemic is considered over.

Fresh Produce Boxes

In collaboration with the USDA and Michigan’s Aging & Adult Services Agency, to help seniors spend less time at the grocery store, we delivered 525 Fresh Produce Boxes. The response from our clients to these boxes was enthusiastic and appreciative of the much-needed fresh fruits, vegetables, and dairy products. The typical response from clients who received these boxes was, *“Being able to have fresh fruits and vegetables to eat as opposed to canned is a nutritional bonus!”*

Community Response

The community renewed the Benzie County Commission on Aging Senior Millage on August 4, 2020 with overwhelming support. We also saw an increase in individual donations which helped with the surge in meals, shelf stable foods, care packages and personal protection equipment.

We were unable to proceed with our Annual Walk-A-Thon as an in-person event, so we embraced our first Virtual Walk-A-Thon. The community responded to our fundraiser with a generous heart!

Grants

We had our most successful year in obtaining grants from local and state-wide foundations, family foundations and governmental sources for a total of \$119,075.

Caregiver's Resource Library

Through a grant, Benzie Senior Resources, in collaboration with the local libraries in Benzie County, has assembled a Caregiver Resource Library. Each library has an assortment of reading materials on many caregiving topics by prominent authors in their field. This includes a large collection of DVD Training/Educational Resources designed by the renowned Teepa Snow, an occupational therapist with forty years of clinical practice experience. She is one of the world's leading educators on dementia and the care that accompanies it.

In-Home Dental Program

Seniors who are homebound and/or lack the transportation to get to a dentist are often those with the most unmet oral health needs. We received a grant from the Delta Dental Foundation to initiate a pilot In-Home Dental Program. This program includes contracting with a dental hygienist who travels to senior homes, conducts an evaluation, and offers teeth cleaning and any recommendations for further treatment. Even though the pandemic has had an impact on the original start date of this new program, I am pleased to report that we have been able to launch it under the strictest safety precautions related to COVID-19.

Client Testimonials

"I'm disabled so I'm thankful for the fresh veggie and fruit. It's difficult for me to go the markets."

~ **Fresh Produce Box recipient**

"My homemaker does everything the way it needs to be done. I am very happy with her cleaning."

~ **Homemaker Program client**

"We are very satisfied. My parents would not have the variety or as many vegetables in their diet if they were not in the program."

~ **Daughter of Home Delivered Meals Program client**

Thank you all for all you have done for my father and me. There aren't enough words to thank you! We love all our ladies who come in everyday to care for dad. They are angels to me!"

~ **Daughter of an In-Home Healthcare client**

“Being a past volunteer and director of a food bank and homebound meals program, I have to say that I now see things in a very clear and different perspective. This program has meant the difference between my 98-year-old mom and myself eating healthy and daily.”

~ Fresh Produce Box recipient

“I have a very bad back and it is hard for me to vacuum, mop and other cleaning, and my homemaker has been a tremendous help for me.”

~ Homemaker Program client

“I eat all the fruits and vegetables and I feel much stronger and healthier.”

~ Home Delivered Meals client

“Thank you so much for the help in fixing my electric wheelchair. It is my only way to get around and your financial help has made my life so much easier getting around.”

~ Client of the Senior Essential Emergency Needs Fund Program

“I’m so very thankful for Benzie Senior Resources. It has made huge difference in my life. I enjoy the food tickets to eat out. I’m in a wheelchair and the cleaning/homemakers service are a God send. I also called for other advice.”

~ Client who receives multiple services

“My lower teeth don’t hurt anymore! They have been bad since I got them two years ago. I want to thank you so much. I never even dreamed this could happen that I could get my dentures to fit properly.”

~ Client of the Oral/Dental Healthcare Program

“Having my furnace cleaned was essential for my health and prevention of a fire because it was getting hot and shutting off because it was full of dry wall dust. Thank you so very much it was more than greatly appreciated. Thank you again.”

~ Client of the Senior Essential Emergency Needs Fund Program

“I truly appreciate the assistance I have been given through the Benzie Senior Resources. The application was not complicated to fill out, and I hope in the future to utilize more of the programs offered. From my homestead, having some trees to removed decreased the possibility of what could have been a dangerous situation. It also decreased my stress every time the wind picked up.”

~ Client of the Senior Essential Emergency Needs Fund Program

“Have been pretty impressed with the high quality of the food brought to me.”

~ Home Delivered Meals Client

“Thank you for sending out my healthcare lady. She is a tremendous help to me and without this service I wouldn’t be able to live by myself. Please know your kindness and generosity has made a big difference in my life.”

~ In-Home Healthcare Client

Changing Lives!

Serving Our Community

FY 2020 Services Summary

General Program Data:

Unduplicated clients served – **2,087**
443 Veterans and Spouses of Veterans Served
497 live at or below poverty
886 are low income (<200% poverty)
901 Male
1,186 Female

Age

60-69 – **650** Clients
70-79 – **815** Clients
80-89 – **446** Clients
90 and over – **176** Clients

Meals & Food Services by The Numbers

- **60,032** meals delivered to **340** homebound clients -- **RECORD**
- **72,720** miles driven to deliver meals--**RECORD**
- **1,880** Shelf-Stable food boxes, Fresh Produce Boxes, BACN Bags and Commodities delivered--**RECORD**
- **83** Volunteers provided **7,068** hours--**RECORD**
- Served **8,573** Congregate and **4,449** Curbside Meals to **1,223** people at The Gathering Place Senior Center
- **200** individuals received Project Senior Fresh \$20 Coupons
- **1,467** Dining Out Vouchers purchased by **434** individuals

Home Services by The Numbers

- **4,974** Personal Care Visits
- **463** Respite Care Visits
- **1,083** RN visits for assessments, medication management & in-home foot care
- **11,293** hours provided to **108** in-home service clients
- **3,924** homemaking services hours to **126** clients
- **1,089** snowplows to **154** clients
- **1,021** lawn mows to **118** clients--**RECORD**
- **42** clients received spring cleanup
- **53** clients received fall cleanup

Health & Safety Services by The Numbers

- **115** individuals came to the foot care clinic
- **41** clients utilized the Guardian Medical Monitoring System for emergency needs at no cost them--**RECORD**
- **22** individuals received free dental services through the Senior Oral Healthcare Program
- **35** clients participated in the Flu Shot Clinic
- **85** individuals participated in the blood pressure clinic
- **3** families felt a greater sense of security and peace of mind knowing their loved one was utilizing the Project LifeSaver Device

Support Services by The Numbers

- **244** individuals were provided **842** Benzie Senior Bus Punch Cards for a total of **12,630** rides--**RECORD** number of individuals that received Senior Bus Punch Cards
- **249** individuals received Income Tax Preparation Assistance at no cost to them
- **165** 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
- **9** individuals received financial assistance through the Senior Essential Needs Fund Program
- **21** individuals obtained free Estate Planning advice through the partnership with Swogger, Bruce & Miller Law Firm
- BSR Information & Referral professionals answered **11,458** inquires leading to service referral-- **RECORD**

Even though we closed The Gathering Place Senior Center on March 17, 2020 as a direct response to the COVID-19 Pandemic, our primary mission for the senior center did not waiver. It has maintained a place that provides helpful resources to older adults; information on aging for the entire community; support for family caregivers, training professionals and students; nutritional education; and developments of innovative approaches to aging issues. Prior to the closure, **3,140** cumulative individuals participated in a variety of activities offered. These activities included:

- Wellness & Fitness Classes
- Education Classes
- Health Services
- Social Events & Programs including, crafts, board & card games, day trips, music programs
- Information & Assistance

We look forward to reopening The Gathering Place Senior Center in 2021 when the Michigan Department of Health and Human Services gives us the guidance to do so safely.

Volunteers – Making Many of Our Services Possible

Simply put, we couldn't do what we do without the **152** volunteers who gave their time to Benzie Senior Resources in 2020. Even with the closure of The Gathering Place Senior Center, this dedicated group of individuals still gave **11,665** hours to making a difference in so many lives.

The Home Delivered Meals Program (HDM) is driven by a group of volunteers who give unselfishly of themselves to keep our meals rolling through all kinds of weather and challenges. This year, they put aside their own apprehensions related to the pandemic and stepped forward to ensure that our homebound clients were safe and being taken care of as the number of new clients increased, safety precautions were put in place, and numerous extra shelf-stable food and care packages were added to deliveries.

Below is a response from a Home Delivered Meal Client that sums up the role of the HDM volunteer:

“I want to thank each and every delivery driver, they bring us a meal every day, no matter what the weather may be. They come up to our door with a smile and a hot meal! They make our day with their smiles and chit chat! Thank you for your time! I hope you know you mean to the world to us. God Bless you all....Always!”

Compassion – Dedication – Love



Fiscal Year 2020 Funding Sources

10542 Main Street
Honor, MI 49640

www.BenzieSeniorResources.org

MISSION STATEMENT

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

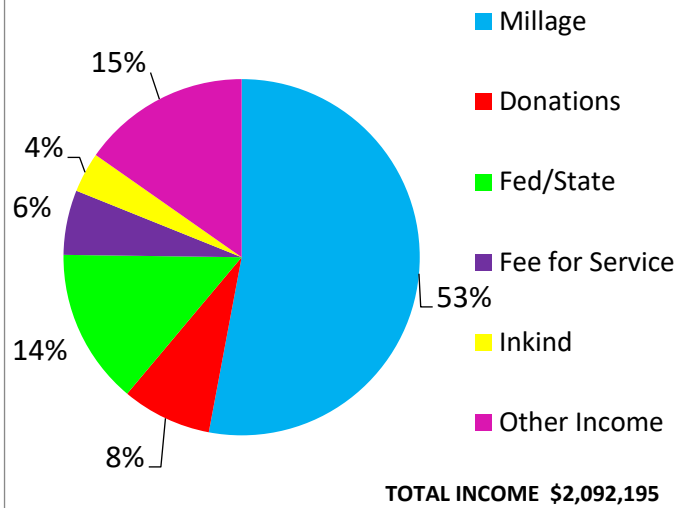
VISION STATEMENT

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.

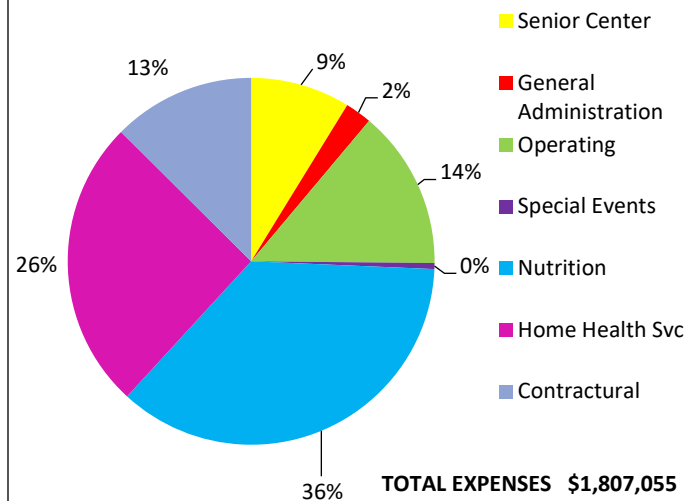
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INCOME



EXPENSES



Benzie Senior Resources is a private, non-profit organization that provides programs and services for residents of Benzie County, Michigan who are age 60 and older.

Many Thanks...

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 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, 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!

~ Douglas Durand