

**BENZIE**

**SENIOR RESOURCES**

Be connected. Be supported. Be home.

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

# **Annual Report**

# **2021**

## A Message from Our Board President

All of us were happy to put 2020 behind us. With a vaccine finally becoming available and the promise of a reopening economy, the road ahead looked far smoother. 2021, however, brought its own trials in the form of staffing challenges, ever-changing guidelines, new variants, and a growing need for services. My old boss had a saying that comes to mind: "Nothing's ever easy!"

Easy? No. Important work and rewarding accomplishments? Yes. This past year, the demand for home delivered meals increased by nearly 17,000 meals. A record 77,000 meals were delivered in the fiscal year ending September 30, 2021. Phone inquiries from seniors and their families regarding services increased by 14%. Over 1,000 calls in a month's time was not unusual, and it was another record year for inquiries.

We look back at the past year with both pride and profound appreciation. We're proud that BSR was able to handle the increased demand for meals and other services, and the Gathering Place was able to reopen under strict new protocols allowing seniors to once again gather for socialization, healthy food and activities.

We're proud of our staff and contractors, who were often dealing with their own challenges including exposures and quarantines, daycare dilemmas, and schools suddenly closing. They carried on in service to our seniors, and as a result lawns got mowed, baths were given, homes got cleaned and in-house RN and medication management visits happened.

We're grateful to our volunteers who donated their time to deliver meals and check in on the homebound in all kinds of weather. Other volunteers served on the Board of Directors and committees, planned and executed the Walk-A-Thon, stuffed envelopes for mailings, or served as greeters at The Gathering Place. The range of services offered by BSR is only possible thanks to the commitment of our many volunteers.

Our board is just now wrapping up a strategic planning program that will help us to set new goals, prioritize objectives, hone our focus, and chart our future as an organization. As we vision the future, we see both challenges and new opportunities. With the ongoing support of our community, we'll be here in the years ahead to continue serving the growing and changing needs of our senior population.

2021 may not have been the "out of the woods" year we had hoped for, but it was a year of successes and accomplishments, and we look forward with optimism to 2022.

A most sincere thank you to our donors, volunteers and staff. Together, you are the cornerstone of Benzie Senior Resources.

With gratitude.

*Nancy Mullen Call*

Board President

*"If you want to go fast, go alone. If you want to go far, go together." – African Proverb*

## A Message from Our Executive Director – Douglas Durand

### “Moving Forward”

Looking back over the past year, two words come to mind – *Moving Forward*. As we transitioned from 2020 to 2021, another COVID-19 wave struck. Unlike 2020 though, progress was made with the development and approval of several vaccines.

Benzie Senior Resources staff and volunteers alike rolled up our sleeves higher, dug down deeper and persevered as 2021 unfolded with its highs and lows. In other words, we just kept *moving forward* to make sure we stayed the course with services that kept seniors safe, in their homes, and adapting our programs to meet the needs of our community. Safety always at the forefront. Again, *moving forward*!

Throughout this Annual Report, you will read about many highlights, including record number of meals served, phone calls taken, lawns mowed, etc. But one very important highlight is the generosity of the community at large including the staff, volunteers, and contractors at Benzie Senior Resources. We saw record support through donations of items for the Holiday Christmas Bags and increased monetary donations throughout the year from our Year-End Appeal and Walk-A-Thon Fundraiser. Benzie County is truly a giving community!

### Highlights of the Past Year

#### Holiday Christmas Bag Program

A record number of donations came in from the community for the Holiday Christmas Bags. In total we were able to send out 248 bags to homebound seniors throughout Benzie County. This was our most successful endeavor to date!



#### Assisting Benzie-Leelanau District Health Department

We assisted the senior community with setting up their appointments for vaccines when the Health Department needed our assistance to get thousands of seniors vaccinated.

#### Fresh Produce Box/Bag

After seeing how important and successful the USDA Produce Boxes were to the seniors, we wrote and received two grants from the Benzie Sunrise Foundation/Benzie Sunrise Rotary Club and Meals on Wheels America to continue this program on our own. Each bag contains fresh fruit, produce and several dairy products for an average of 30 items in each bag. A total of 277 seniors are enrolled in the Fresh Produce Bag Program.



### Home Delivered Meals

Due to the continuation of the pandemic and with the senior community's most vulnerable population still sheltering in place, a record of 77,100 plus meals were delivered. This was an increase of over 30% from our previous record in 2020.



### Re-Opening of The Gathering Place Senior Center

We were so excited to finally reopen The Gathering Place Senior Center after being closed for 16 months. Hearing the center filled with joyful chatter and laughter; music and games being played; crafts and exercise classes enjoyed; the smell of delicious food in the air; and decorations and so many smiles brought back a feeling of optimism and normalcy.



### Purchase of a New Home Delivered Meals Van

The need for a replacement Home Delivered Meals vehicle was warranted and we were successful in securing grants from the Oleson Foundation, Cherryland Electric Cherryland Cares Grant and Meals on Wheels America.



### Cares Act Funds

Cares Act Funds became available for nutrition programs such as our successful Home Delivered Meals program which had a significant increase since the start of the pandemic. With these funds, we updated several kitchen appliances to help with the efficiency in our cooking processes and moved from buffet style to a plated meal system to ensure the safety of our senior community.

### Walk-A-Thon

Feeling a sense of normality, our team was filled with excitement to assemble the Walk-A-Thon Committee again. After suspending our only fundraising event last year, it was refreshing to put our "walking shoes" back on again! Many area businesses sponsored the event. The famous brunch became the famous **boxed** brunch with a large assortment of homemade items for





participants and volunteers to enjoy. We surpassed our fundraising goal. Another example of the Benzie Community coming out to support the needs of their senior neighbors.



## Client Testimonials

*"Appreciate all the assistance that Benzie Senior Resources has given me and the nice food bags that have come my way"*

**~ Fresh Produce Box recipient**

*"Thank you so much for the wonderful gift bag for Christmas! It was such a surprise, and all the items were so thoughtful. It was really appreciated."*

**~ Holiday Christmas recipient**

*"We very much appreciate being recipients of the wonderful boxes of fresh vegetables and cheeses. Thank you for giving us the opportunity. You can be assured they will be enjoyed as part of a healthy diet."*

**~ Fresh Produce Box recipient**

*"Thank you all for all you have done for Dad and me. There aren't enough words to thank you! I love you guys!"*

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

*"I'm very grateful for the meals. It means that someone sees that I am alright."*

**~ Home Delivered Meals client**

*"So many days, I am thankful for your help. We need more people like you all."*

**~ In-Home Healthcare client**

*"Thank you for the fabulous meals delivered daily. They are so delicious and varied. Thank you for making it so affordable as well. We would be eating fewer nutritional meals if it wasn't for your meals."*

**~ Home Delivered Meals clients**

*"Without you, I more than likely wouldn't be living at home. I really appreciate you being here for me and looking out for me."*

**~ Client who receives multiple services**

# Changing Lives!

## Serving Our Community FY 2021 Services Summary

### General Program Data:

Unduplicated clients served – **2,009**  
**496** Veterans and Spouses of Veterans Served  
**622** are low income (<175% poverty)  
**863** Male  
**1,146** Female

#### Age

60-69 – **640** Clients  
70-79 – **803** Clients  
80-89 – **442** Clients  
90 and over – **124** Clients

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### Meals & Food Services by The Numbers

- **77,102** meals delivered to **390** homebound clients -- **RECORD**
- **76,545** miles driven to deliver meals--**RECORD**
- **2,605** Shelf-Stable food boxes, Fresh Produce Boxes, BACN Bags and Commodities delivered--**RECORD**
- **75** Volunteers provided **7,492** hours--**RECORD**
- Served **10,423** Congregate and Curbside Meals to **755** people at The Gathering Place Senior Center
- **231** individuals received Project Senior Fresh \$20 Coupons with a value of \$4,620--**RECORD**

### Home Services by The Numbers

- **4,105** Personal Care Visits
- **905** Respite Care Visits
- **993** RN visits for assessments, medication management & in-home foot care
- **10,738** hours provided to **112** in-home service clients
- **4,354** homemaking services hours to **109** clients
- **874** snowplows to **151** clients
- **1,245** lawn mows to **129** clients--**RECORD**
- **68** clients received spring clean-up
- **58** clients received fall clean-up

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### Health & Safety Services by The Numbers

- **117** individuals came to the foot care clinic
- **41** clients utilized the Guardian Medical Monitoring System for emergency needs at no cost them
- **14** individuals received free dental services through the Senior Oral Healthcare Program

### Support Services by The Numbers

- **254** individuals were provided **11,130** free Benzie Bus rides
- **251** individuals received Income Tax Preparation Assistance at no cost to them
- **163** 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 for a savings of over \$65,000
- **19** individuals received financial assistance through the Senior Essential Needs Fund Program
- **16** individuals obtained free Estate Planning advice through the partnership with Swogger, Bruce & Miller Law Firm
- BSR Information & Referral professionals answered **13,075** inquires leading to service referral-- **RECORD**

# TOWNSHIP REPORT - CLIENTS SERVED

# of services	Almira	Benzonia	Blaine	Colfax	Crystal Lake	Gilmore	Homestead	Inland
1 service	86	179	28	27	62	43	117	88
2-3 services	65	139	16	19	51	27	121	77
4-6 services	29	60	9	3	19	12	55	23
7+ services	6	15	6	2	4	4	27	6
Total Clients	186	393	59	51	136	86	320	194

# of services	Joyfield	Lake	Platte	Weldon	City of Frankfort	Grand Total	Percentage
1 service	52	66	35	39	92	914	46%
2-3 services	22	46	28	19	56	686	34%
4-6 services	19	19	7	10	41	306	15%
7+ services	5	8	3	3	14	103	5%
Total Clients	98	139	73	71	203	2009	100%

## Top 10 Services Provided in 2021:

1. Congregate Meal & Activities
2. Home Delivered Meals
3. Income Tax
4. Medicare/Medicaid Assistance Program
5. Senior Project Fresh
6. Snow Removal
7. Benzie Bus Transportation
8. Fresh Produce
9. Lawn Chore
10. Homemaker Services

## Volunteers – Keys to Our Success!

The key to our success has always been our **110** caring volunteers who have been loyal during this challenging year. Maintaining the necessary safety protocols in the delivery of the meals, delivering curbside meals, answering phone calls and when the senior center reopened, they came back to assist with greeting others, leading activity classes and entertaining!

Even with the closure of The Gathering Place Senior Center for the first 9 months, this dedicated group of individuals still gave **9,073** hours to making a difference in so many lives. These volunteers are one of our most cherished resources! Please Join Us!



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

*"I loved getting the wonderful meals every day. I also like that someone was coming to my home daily. I have an autoimmune disorder and like the daily check."*

## Compassion – Dedication – Love

## A Big Thank You

Benzie Senior Resources gratefully acknowledges those who gave financial contributions or donated goods and services for the **2021 Walk-A-Thon**.

### Sponsors and Supporters

**Gold:** Cherryland Electric Cooperative and Comfort Keepers

**Silver:** The Jon Zickert Group at Real Estate One and Edward Jones—Justin Keillor

**Bronze:** Honor Onekama Building Supply, Inc.; Watson Benzie LLC; Webber Insurance Agency; The Maples; Eden Hill Vines; Bell Title Company; Graceland Fruit; Anderson, Tackman & Company PLC

**Paper Shoe Campaign:** Cornerstone Assembly of God & Frankfort Methodist United Church

**In Kind Contributors:** Shop-n-Save; Ken-Jac Pumping

**Special Gift:** Little River Casino

## Grants Awarded



**Oleson Foundation ... *Helping Others Help Themselves***

To the hundreds of individuals who continue to sustain Benzie Senior Resources, we thank you. Without the constant support of our community via the Senior Millage, Walk-a-Thon, our Year-End Appeal and through other donations, we would not be able to assist so many seniors or offer a variety of programs. 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 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





## Fiscal Year 2021 Funding Sources

10542 Main Street  
Honor, MI 49640

[www.BenzieSeniorResources.org](http://www.BenzieSeniorResources.org)

### MISSION STATEMENT

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

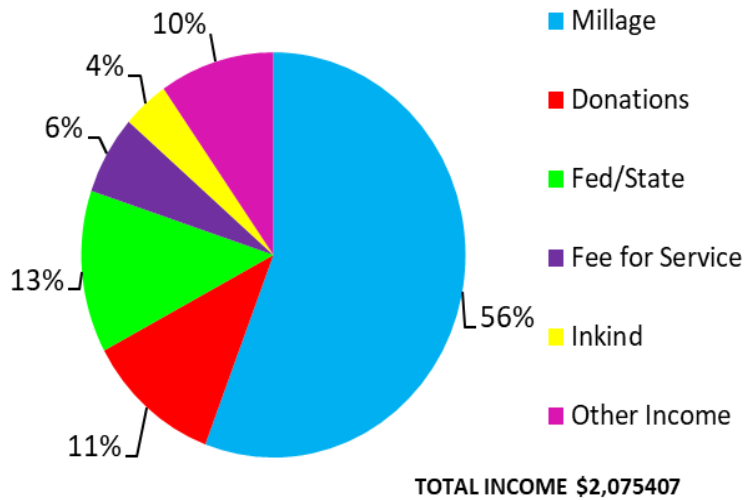
### VISION STATEMENT

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.

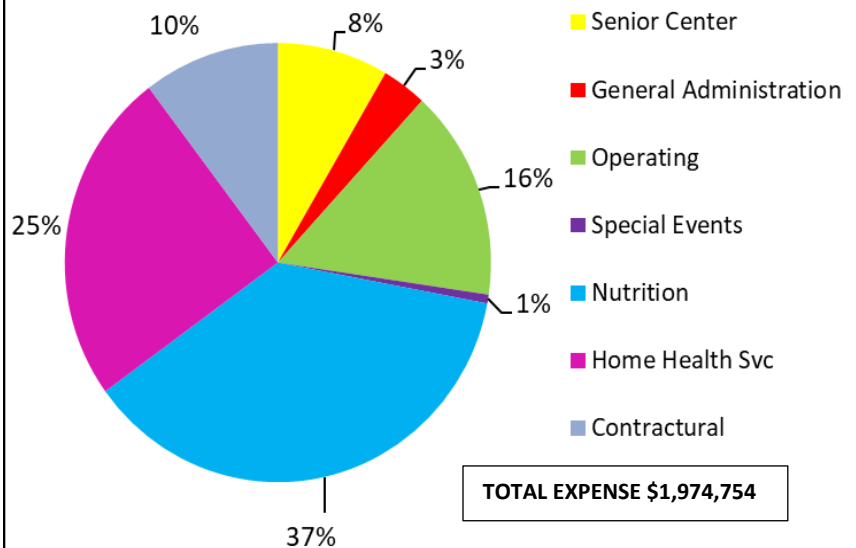
### BOARD OF DIRECTORS

Nancy Mullen Call, President  
Paul Turner, Vice President  
Deborah Rogers, Treasurer  
Leo Hughes, Secretary  
Rosemary Russell  
Ingrid Turner  
Pamela Howe-Perry  
Linda Ringleka  
Victor Dinsmoore

### 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.**



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*When it matters...We're here*