

BENZIE

SENIOR RESOURCES

Be connected. Be supported. Be home.

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

Annual Report 2022

A Message from Our Board President

September 30th marked the end of our fiscal year, and though it certainly couldn't be termed *back to normal*, businesses are open, people are out and about, and we're learning to live with Covid.

A year ago, Benzie Senior Resources formulated and adopted a new 5-year strategic plan, and actions were put into place to begin accomplishing the goals established. Notably, we are focused on building our bench. That is, expanding the size of our board and various committees, with an emphasis on rounding out the team with expertise in a range of disciplines. Board recruitment, orientation and training procedures are being expanded and the various Board committees have adopted charters with clear goals in alignment with the agency's strategic plan.

Both the absolute number of senior citizens and the portion of our county's population in the senior age range continue to grow. This means that demand for our services continues to expand. A task force has been created to analyze how our current facilities are meeting today's needs and to project future needs and how best to meet them. At the same time, we're constantly evaluating our programs and testing out new ideas to assure that we're staying current with the needs and interests of those we serve.

We're very fortunate here in Benzie County to have a sustainable structure for supporting our senior population. We rely on the citizen-voted senior millage for a little over half of our annual budget with the balance of funding coming from donations and sponsorships from individuals and businesses, state and federally funded senior programs, and grants. This formula works and we fully expect that it will support us into the future.

Benzie Senior Resources relies upon the dedication and hard work of our staff and the contractors who serve our clients. Volunteers are integral too, as they provide much of manpower necessary to deliver on our range of senior services, and they give generously of their time and expertise to further the important work of our Board and committees. Benzie Senior Resources also relies heavily upon the generosity of our caring community.

Benzie Senior Resources is dedicated to *providing exceptional services, resources and trusted care to support Benzie Seniors*. It is with grateful hearts that we extend our sincere appreciation to everyone who helps us fulfill that commitment.

With gratitude.

Nancy Mullen Call

Board President

"... in this world, nothing is certain except death and taxes." - Benjamin Franklin
I'd add to that... *getting a year older each time a birthday rolls around.*

Let's celebrate living in a community that values and supports its senior citizens!

A Message from Our Executive Director – Douglas Durand

“Building Momentum”

As I reflect on the past year, even with challenges of rising costs to deliver a meal, repairs to our fleet of delivery vehicles, tight staffing struggles, and in general the higher costs of running this agency, we still managed to build momentum to meet the needs of the growing aging population.

We are “building momentum” to address senior food insecurity and senior isolation in Benzie County. This past year, we introduced a new program called Fresh Produce Bag Program. We identified 284 seniors that struggled to eat more than one meal a day, purchase healthy fresh produce or just didn’t have enough financial resources to balance paying their bills versus purchasing enough sustainable food items. I am proud to announce that we delivered 1,995 bags containing a total of 31,280 pounds of fresh vegetables, fruits, and dairy products. We received a grant from the Grand Traverse Band of Ottawa and Chippewa Indians 2% Allocation to help fund the program for several months.

The Board of Directors and the Management Team worked with Elaine Wood to put together a new 5-year Strategic Plan to keep our momentum moving forward. I am looking forward to working with our assigned committees and staff to make sure we stay on top of the ever-changing needs and services to meet the needs of Benzie County seniors as we enter our 48th year of providing care.

Throughout this Annual Report, you will read about the continued momentum of the achievements in the number of meals served, transportation assistance, RN nursing services provided, and other highlights throughout the past year.

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, increased monetary donations throughout the year from our Year-End Appeal and Walk-A-Thon Fundraiser, and a successful Inaugural Golf Fundraising Event that was generously sponsored by the Jamie Gray Group and Dave Stapleton of the Crystal Lake Golf Course. Benzie County is truly a giving community!

Highlights of the Past Year

Implementing the Strategic Plan

Board of Directors approved the 5-Year Strategic Plan. The Strategic Focus Areas are:

- Broaden and deepen the services we provide, aligned with our mission.
- Enhance our communications, marketing, and engagement capabilities.
- Strengthen and deepen our physical, financial, and operational capacity.

The Gathering Place Advisory Council Committee

The purpose of The Gathering Place Senior Center Advisory Council is to advise the Senior Center Coordinator, Executive Chef and Benzie Senior Resources’ Executive Director or BSR Assistant Director on senior related issues based on input received to improve the programs, policies, and services provided to the seniors of Benzie County. Related issues include but not limited to health, nutrition, safety and security, recreational activities, facilities, and transportation all to enrich and enhance the quality of life for seniors in Benzie County.

Holiday Christmas Bag Program

238 gift bags were assembled • Eight area churches partnered with this program • Cash donations totaled \$1,592 from the community to purchase additional items • Four volunteers along with staff organized and assembled the bags • An estimated \$5,723 of in-kind donations collected from the community.



Implementation of the MySeniorCenter Software Program

Something new and exciting is the implementation of *MySeniorCenter*, a software program that enables senior centers to schedule and track programs, meals, trips, activities attended, birthdays, send out email reminders, etc. It allows volunteers to record what they did for a specific day and the time they were volunteering. Over 1,500 senior centers have purchased this system. The reports will be beneficial in our mandated reporting to the state and our other funders.

Pilot Collaboration with Manistee County Council on Aging

For the summer of 2022, we teamed up with Manistee County Council on Aging (MCCOA) to conduct a once-a-month pilot program in Copemish/Thompsonville to bring a meal and activity to the seniors. The American Legion Hall in Copemish provided the needed space. BSR provided the lunch meal and MCCOA provided the activities. Both of our agencies saw a need for additional services in the Copemish/Thompsonville area. The turnout average was 25-28 seniors from both counties and based on the input from those attending, they would like to have these events continue. The Program Committee will do a comprehensive evaluation for the sustainability of providing this service with MCCOA.

HealthRides


We partnered with Benzie Bus to launch *HealthRides* in May 2022. Benzie Bus received a grant to purchase a minivan and fund the rides three days a week. BSR, along with Michigan Transportation Connections, is providing funding for seniors to use this new service. This program addresses the critical need of vulnerable Benzie County Seniors having transportation access to their medical appointments in Benzie, Grand Traverse, Leelanau, Manistee and Wexford Counties. It also avoids longer waiting periods before and after appointments, which sometimes occurs with regular transportation service.

The overall goal is to break down the barriers to wellness in our senior community. Thus:

- Decreasing missed appointments
- Increasing pharmacy and medication access
- Decreasing wait times to and from appointments
- Decreasing safety concerns
- Decreasing isolation
- Increasing socialization
- Improving healthcare access leading to a better chance for improved health.

Personalized, Direct, Door-to-Door Service to All Residents of Benzie County.

Getting the care you need should be easy!
Know you have a safe and reliable way to see your doctor with




HEALTH Rides
by Benzie Bus

For Appointments in:
Benzie
Grand Traverse
Leelanau
Manistee
Wexford

FARES
\$15 One-way*
\$5 Each Additional Stop
*Companions Ride FREE
Financial assistance is available for clients of Benzie Senior Resources. Call 231-325-0600 to see if you qualify.

HOW TO RIDE
Call 231-325-3000, Ext. 1 to schedule your ride.
Be ready at the beginning of the time window you are given.
Sit back, relax, and enjoy the ride!

This publication was developed with funds provided to the Benzie Senior Resource Program by the Federal Transit Administration.

 BenzieBus.com

Inaugural Golf Fundraising Event

On June 12th, The Jamie Gray Group along with Crystal Lake Golf Course hosted an Inaugural Golf Fundraising Event. Jamie Gray and her legion of assistants, along with the BSR Board of Directors and staff, made for a successful event with \$4,500 raised. A heartfelt thank you to Jamie Gray and Dave Stapleton for their support and generosity.

The Gathering Place Library in Memory of Bonnie Fast

In May, with donations in memory of Bonnie Fast via her family, we dedicated a new library at The Gathering Place in Bonnie's Memory. Bonnie was a longtime volunteer and kitchen employee at BSR and brought many a smile and added touch to meals and snacks for all to enjoy.

Walk-A-Thon

The Walk-A-Thon Fundraiser was held on August 6th, and the event went off without a hitch. The weather was a little warm but with a nice breeze blowing off Crystal Lake. It was great to see familiar as well as new faces of participants this year, and the provided brunch was fabulous. We are also saying our



goodbyes to Liz and Bill Crawford, and Mary Dykstra from the Walk-a-Thon Committee after many decades of their expertise and time devoted to the success of this event. We raised just over \$23,200 to help fund Home Delivered Meals and In-Home Healthcare Services. This is just another example of the Benzie Community coming out to support the needs of their senior neighbors.

Northwest Michigan Area Agency on Agency Monitoring Assessment Visit

In April we had our annual Monitoring Assessment which reviewed our Nutritional and Home Healthcare Programs for meeting the Older American's Act and State of Michigan Standards in each program. Our final report was outstanding and only one minor deficit was found out of 175 standards reviewed. A corrective action plan was put in place and approved by Northwest Michigan Area Agency on Aging.

National Senior Center Month

The month of September is National Senior Center Month and this year we doubled our efforts for a more comprehensive celebration after two years of limitations from the pandemic. We wanted to promote the many positive benefits of a vibrant senior center in our community. We reached out to many Benzie County Businesses for support of our senior center to help us celebrate National Senior Center Month. Their response was overwhelming! They donated business gift cards, gift baskets and many assortments of items to be given away weekly to the patrons of The Gathering Place. A total of \$1,550 was donated as prizes plus the kitchen did up a few celebration meals and treats.



The Gathering Place Senior Center Action Photos

The Gathering Place

- 5,764 Activity Attendance
- 18 Core Activities
- 7 Special Events Held



Changing Lives!

Serving Our Community FY 2022 Services Summary

General Program Data:

1,521 Unduplicated clients served
382 Veterans and Spouses of Veterans Served
542 are low income (<175% poverty)
652 Male
869 Female

Age

60-69 – **471** Clients
70-79 – **608** Clients
80-89 – **336** Clients
90 and over – **106** Clients

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Meals & Food Services by The Numbers

- **73,910** meals delivered to **390** homebound clients – **2ND HIGHEST AMOUNT EVER RECORDED**
- **75,640** miles driven to deliver meals
- **3,151** Shelf-Stable food boxes, Fresh Produce Bags, BACN Bags and Commodities delivered--**RECORD**
- **86** Volunteers provided **6,495** hours
- Served **16,969** Congregate and Curbside Meals to **907** people at The Gathering Place Senior Center
- **175** individuals received Project Senior Fresh \$25 Coupons with a value of \$4,375
- **90,879** total meals prepared – **RECORD**

Home Services by The Numbers

- **4,071** Personal Care Visits
- **539** Respite Care Visits
- **1,489** RN visits for assessments, medication management & in-home foot care – **RECORD**
- **11,240** hours provided to **124** in-home service clients
- **3,550** homemaking services hours to **97** clients
- **1,231** snowplows to **149** clients
- **1,304** lawn mows to **125** clients--**RECORD**
- **60** clients received spring clean-up
- **37** clients received fall clean-up

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Health & Safety Services by The Numbers

- **586** appointments were made for the footcare clinic – **RECORD**
- **45** clients utilized the Guardian Medical Monitoring System for emergency needs at no cost them - **RECORD**
- **8** individuals received free dental services through the Senior Oral Healthcare Program

Support Services by The Numbers

- **204** individuals were provided **16,754** free Benzie Bus rides – **RECORD**
- **249** non-emergency medical Healthrides provided – **NEW PROGRAM WITH BENZIE BUS**
- **201** individuals received Income Tax Preparation Assistance at no cost to them
- **187** 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 **\$92,628**
- **22** individuals received financial assistance through the Senior Essential Needs Fund Program
- **61** individuals obtained free Estate Planning advice through the partnership with Swogger, Bruce & Miller Law Firm – **RECORD**
- BSR Information & Referral professionals answered **12,178** inquires leading to service referral

TOWNSHIP REPORT - CLIENTS SERVED

# of services	Almira	Benzonia	Blaine	Colfax	Crystal Lake	Gilmore	Homestead	Inland
1 service	52	96	17	12	38	18	77	45
2-3 services	48	100	7	9	40	18	86	55
4-6 services	22	54	7	3	21	13	52	20
7+ services	7	16	3	2	3	4	25	9
Total Clients	129	266	34	26	102	53	240	129

# of services	Joyfield	Lake	Platte	Weldon	City of Frankfort	Grand Total	Percentage
1 service	20	38	18	39	58	528	38%
2-3 services	19	32	20	19	51	504	37%
4-6 services	12	9	3	10	25	251	18%
7+ services	4	7	3	3	11	97	7%
Total Clients	55	86	44	71	145	1380	100%

Top 12 Services Provided in 2022:

- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Congregate Meal & Activities 2. Home Delivered Meals 3. Transportation - Benzie Bus 4. Produce Bags 5. Income Tax 6. Medicare/Medicaid Assistance Program | <ol style="list-style-type: none"> 7. Senior Project Fresh 8. Snow Removal 9. Lawn Chore 10. Foot Clinic 11. In-Home Services 12. Homemaker Program |
|---|---|

Volunteers – The Heart of Our Team!

To be a volunteer, it takes...

Generosity, a willingness to give your time to others.

Understanding, because their lives might be very different from your own.

Empathy, an ability to put yourself in someone else's shoes and feel what they must feel.

Compassion, to truly care about making someone else's life better.

Patience, because the process doesn't always go as smooth as we'd like.

Dedication, to stick with the project and see it through.



It is only through the dedicated service of our volunteers that we can meet the needs of so many seniors in our area. It takes ten plus Home Delivered



Meal volunteers to help deliver upwards of 225 meals a day.

Each day you will find eight plus Gathering Place volunteers managing the front desk, greeting our patrons, conducting activities, decorating the facility, etc. Every Tuesday we have fifteen plus volunteer musicians that entertain for several hours. In total **137** caring volunteers collectively gave **11,353** hours to make a difference in so many lives. Please Join Us!

“You make a living by what you get. You make a life by what you give.” – Winston Churchill

Grants Awarded



Walk-A-Thon

BENZIE SENIOR RESOURCES THANKS ALL PARTICIPANTS, INDIVIDUAL SPONSORS, VOLUNTEERS, AND THE FOLLOWING EVENT SPONSORS FOR MAKING THE 2022 WALK-A-THON A SUCCESS!

Gold: Baymont by Wyndham and Cherryland Electric Cooperative

Silver: The Jon Zickert Group at Real Estate One; Edward Jones—Justin Keillor; Lisa Musgraves, DDS; and Serra Subaru of Traverse City

Bronze: Honor Onekama Building Supply, Inc.; Webber Insurance Agency; The Care Team Home Health & Hospice; Gillison Excavating; Honor Bank; Anderson, Tackman & Company PLC; Third Coast Dental Group; Watson Benzie

Supporting: Bell Title Company and Papineau P. C.

Paper Shoe Campaign: Trinity Lutheran Church and volunteers Paul & Ingrid Turner; St. Anne's of Frankfort and volunteers Mark and Carol Carlin; First Congregational Church of Frankfort and volunteer Judy Welch; and Family Fare of Frankfort and volunteers Judy Fast & Lynn Vanderplow

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

Additional thanks to: Chris from UpNorth Fields for allowing placement of our Walk-a-Thon Banner and the City of Frankfort for the use of Bellows Park Pavilion

Our dedicated Walk-a-thon committee volunteers Bill and Liz Crawford and Mary Dykstra.

Mile Marker Volunteers Nancy Mullen-Call; Leo Hughes; Marilyn Argue and Pam Howe-Perry.

Ken Holmes for his dedication to driving the Courtesy vehicle throughout the event.

And the rest of the dedicated staff and volunteers who helped make this event possible.

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, Golf Fundraising Event and through other donations, we would not be able to assist so many seniors or offer a variety of programs. 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. To the many individuals that donate to the Medical Loan Closet to help keep stocked for us to provide many medical devices and other medical supplies for free.

Thank you **ALL** for your generosity!



~ Douglas Durand

Client Testimonials

The quotes on this page are actual comments we have received from people who have reached out to Benzie Senior Resources for help and encouragement. It's gratifying to know that Benzie Senior Resources makes such a positive impact in the lives of so many in Benzie County.

"Thank you so much for the wonderful gift bag for Christmas! It was such a surprise All the items were so thoughtful. So it was really appreciated my me."
— Connie C

"I wouldn't have been able to afford some of this great fruit such as apples and oranges!"

"I love the meals and with my diabetes, I am getting all the vegetables I need."

"I'm grateful to Fran for her help in finding the best options for myself and my husband. She saved me so much time and stress! Thank you, Fran!"
~MMAP Client

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.

"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."
— Bill & Ann

Very thankful for this service while I was recovering from major surgery. I moved up here 2 years ago and had no idea how great the senior services are! I was alone after surgery and glad that the people delivering the meals were checking on me. Thanks—Heather"

Very happy with my homemaker, she does a wonderful job!

"When the Home Health aide comes, Mom lights up and absolutely loves the attention and care given to her. She is treated like family."
— Edna's Family

Fiscal Year 2022 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.

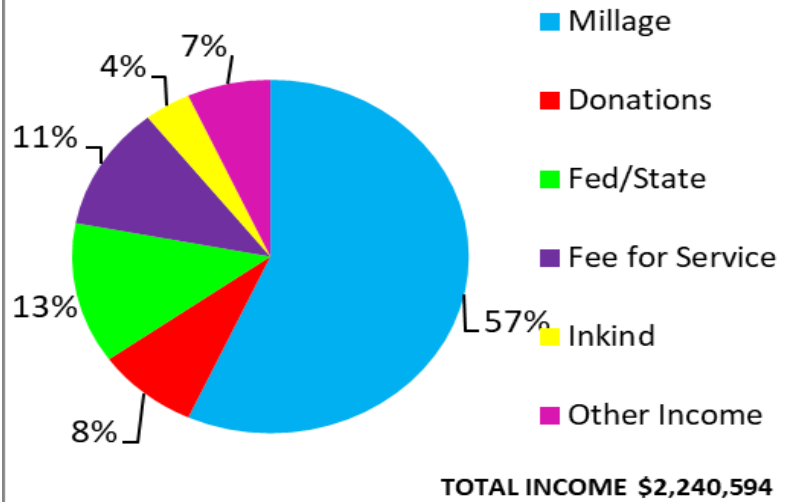
VISION STATEMENT

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.

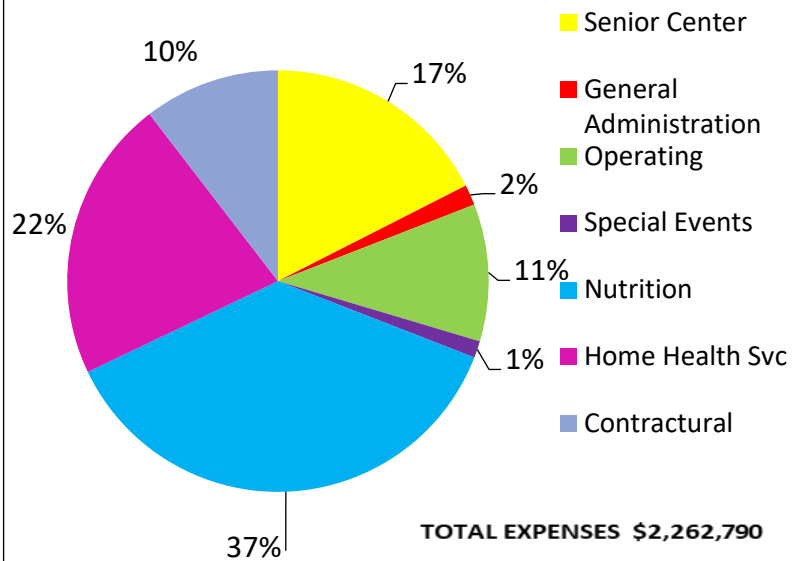
BOARD OF DIRECTORS

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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.



BENZIE

SENIOR RESOURCES

Be connected. Be supported. Be home.

When it matters... We're here
