

2016-2017 Annual Report



SENIOR SERVICES

Better Living Starts Here

A Message from Our Board President **By Mike De Ruyter**



The past year has been a time of experiencing the unexpected and embracing the opportunities that emerged.

First, a flood that made our Sanford Center a complete loss has led us to the planning of a new center at a different location. Particularly exciting is a solid partnership with Jerome Township and the opportunity to connect with active seniors in a new park and recreation setting. The value of this partnership is being recognized by the larger community, notably in the form of a \$600,000 donation from the H.H. Dow Foundation. Other grants have also been promised with the result that our funding package for the new facility is well established.

Another unexpected moment came this year as Alan Brown announced his retirement. We congratulate Alan on his many accomplishments while at the helm of Senior Services and his lifelong dedication to social services. One of Alan's greatest contributions is the strong external focus of his work, developing community relationships by working with legislators and local partners—all of which leaves our agency in a great position for the future.

Along with this transition, we are pleased to announce our new Executive Director—Charles Schwedler. Charlie will build on Alan's strong foundation and he looks

forward to catalyzing new work that will meet the needs of seniors for years to come. He brings to this position energy, leadership skills and a passion to serve others.

In the midst of managing these unforeseen opportunities, Senior Services has continued to provide outstanding opportunities for our community. The Remembering When collaboration with the Midland Fire Department, MidMichigan Medical Center and the American Red Cross, has made a substantial investment in fall prevention and physical safety for seniors. Along with Dow High School, the Cyber Seniors program provides technology tutoring for older adults by high school students. They discuss things like how to Skype, create a Facebook account and how to get an app for your tablet. Collaborations such as these make tangible and lasting contributions to seniors in Midland County.

Facing, embracing and growing even stronger through the unexpected, is only possible thanks to all the gifted individuals who, together, are Senior Services. In addition to recognizing the skill and commitment of our outstanding staff, we are fortunate to have a volunteer force that numbers nearly 500. More than buildings or budgets or boards or executive directors, this is the heart of Senior Services—people serving and loving people. And our entire community is richer for it.

A Message from Our Executive Director By Alan Brown

I would like to take this opportunity to express my appreciation for the privilege of serving this community and Senior Services for the past seven years. I will be stepping down from my position at the end of November but will remain in the community and available to assist my successor in any way needed, especially in the transition and continuation of several critical projects now underway.

These last seven years have been a blessing to me and a wonderful experience. I have been very fortunate to have had a truly supportive and encouraging Board, strong community partners and a talented, dedicated staff.

As I prepare for my next life adventure, I reflect with pride and satisfaction on the accomplishments we have achieved together. The quality of care provided by Senior Services is unparalleled in our region and the atmosphere of innovation and dedication to mission and sound business practices has made my job incredibly rewarding. When I started here in the fall of 2010, I inherited a well-run, well supported, first class organization and I am confident that my successor will feel the same way.

To the staff, members of the board, past and present, and the local community of health and human service providers, I want to ex-

press my admiration for your compassion and commitment to helping those in need.

Thank you all for your support. I will always remain grateful for the opportunity to have been a part of the Midland community and given the privilege of helping make the lives of older adults easier and more meaningful.

May the Lord be with you all and may he continue to richly bless this organization.



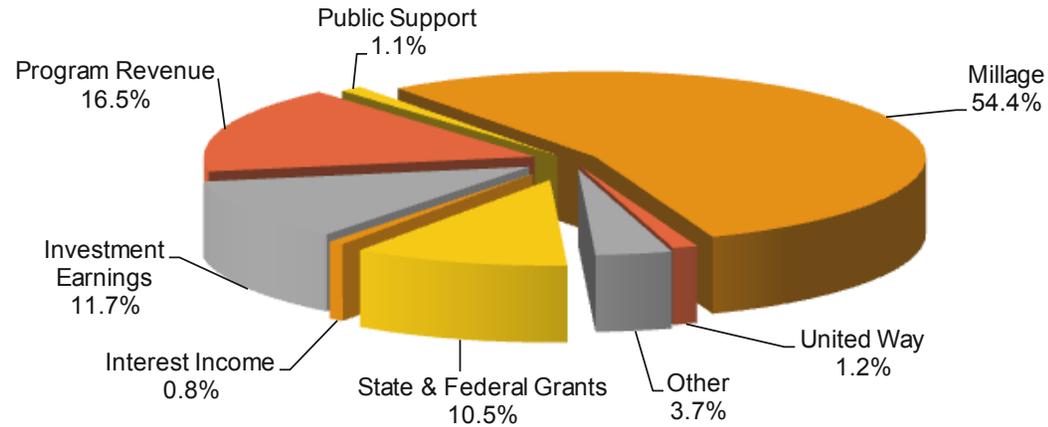
Alan Brown

“The quality of care provided by Senior Services is unparalleled in our region...”

2016-2017 Funding

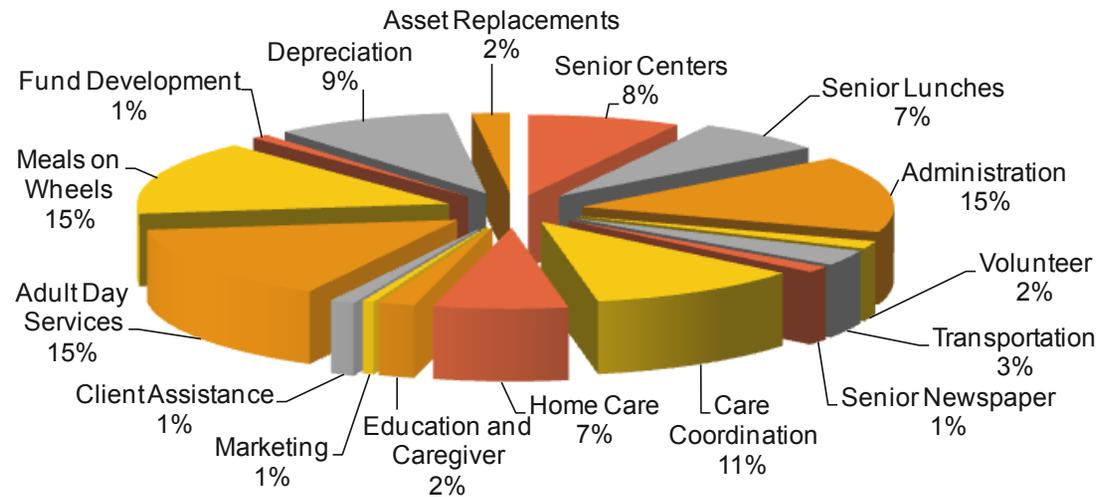
Funding Sources (Unaudited)

\$6,261,000



Funding Uses (Unaudited)

\$5,309,000



Highlights of the Past Year

The New Sanford Center Project



Senior Services is in the process of planning a new senior center in Sanford. It will be part of a recreation, wellness and enrichment complex in Jerome Township.

In 2016, Jerome Township officials and residents developed a plan that prioritized development of a W. River Rd. property as a multi-purpose recreation park. Since the Sanford Center was in a high risk area for flooding and had sustained major flood damage over the years, Jerome Township and Senior Services came together to discuss a partnership that included building a new senior center at the W. River Rd. location. The flood in June destroyed the Sanford Center, making the new project more essential.

The synergy of joining a new senior center and an inclusive community park gives us the ability to offer an attractive and vibrant destination that supports improved health, fitness and socialization for all ages and levels of ability. The vision seeks a modern senior center with amenities and features that promise to attract and support future generations of older adults.

In the meantime, Sanford Center programs have relocated to our Trailside location. Thanks to the cooperation among staff, volunteers and participants, the transition has allowed for continued services and connections in a positive, upbeat atmosphere.

Fall Prevention Program Sees Substantial Results

Senior Services has been offering *Remembering When*TM, a fire and fall prevention program to help older adults live safely at home. Over the past two years, *Remembering When*TM has presented to 298 individuals and provided 159 in-home assessments. This year, the number of Senior Services Handyman health and safety tasks nearly doubled as a result. This represents a substantial investment in fall prevention and safety for Midland County seniors.

New Role Created at Seasons

In order to provide comprehensive family support and guidance for the unique challenges of caregiving, Seasons Adult Day Health Services developed the role of a Family Support Coordinator. The person in this position builds relationships with families and identifies caregiver needs to prevent caregiver burnout and provide educational support and resources.

The Family Support Coordinator is the initial contact for families inquiring about Seasons and arranges tours and enrollments. They serve as a liaison with other health and social service agencies, make outside referrals and assist families with transition of care options. The Family Support Coordinator also facilitates the Caregiver Support Group and the Caregiver Book Club.

Making It Count: Lives

Activity & Dining Centers

Provides a friendly social atmosphere for older adults to enjoy a wide variety of activities along with a well-balanced noon meal.

764 seniors visited our centers where **54,185*** meals were served.
*Includes meals served to Seasons, Birchwood and other guests.

Adult Day Services

An activity based center and a leader in daytime care for those living with chronic disease, dementia or changes in memory.

Seasons served **142** participants for a total of **47,188** service hours.

Assessment & Coordination of Services

A Care Coordinator works in partnership with an older adult and their family to identify needs and coordinate care.

Care Coordination assisted **1,494** clients, totaling **8,985** service hours.

Caregiver Support Group & Classes

Provides the opportunity for people to share experiences, receive emotional support and share concerns about their situation.

220 people participated in Senior Services' caregiver support group and classes, providing over **1,024** service hours.

Community Outreach

Increases community awareness of programs and services by giving presentations and attending local events.

122 presentations and appearances were made.

Counseling

Helps people seek solutions to concerns about lifestyle changes, decision making, grief, depression, the stresses of caregiving and other issues.

468 counseling hours were provided to **83** clients.

Educational Programs

A wide variety of classes are offered that provide tools to stay mentally and physically active. The goal is to offer programs that will result in healthier lifestyles for older adults and their families.

462 program sessions were offered yielding a total attendance of **4,463** people and **6,057** hours of education. **1,256** unduplicated people were served.

Changed by Senior Services

Handyman Services

Volunteer handymen provide minor home maintenance and repairs to keep seniors safely in their homes.

Volunteer handymen completed **452** separate health and safety tasks helping **356** older adults.

Health Benefits Assistance

Volunteers and staff help older adults sort through Medicare, Medicaid and prescription medication options.

Volunteers and staff helped more than **350** individuals with their health care and prescription coverage options during open enrollment for benefit year 2017.

Health Care Clinics

Senior Services provides blood pressure, foot care, flu shot and dental clinics.

1,032 blood pressure checks, **624** foot care appointments, **278** flu shots and **30** dental cleanings.

Home Care Services

Provides assistance with homemaking, personal care and respite.

316 seniors received **18,657** hours of home care service.

Meals on Wheels

Volunteers deliver nutritious, well-balanced meals to those who have difficulty preparing meals or leaving home.

165 volunteers delivered **125,482** meals to **755** seniors.

Senior Newspaper & Online Interactions

Highlight news of interest to older adults and their caregivers and provide information about Senior Services' events and programs.

Newspaper average monthly circulation is **6,404**, Facebook page likes **898**, unique visitors to website **13,377** & **177** e-news subscribers.

Transportation

Volunteers provide transportation to medical appointments, shopping, hair appointments, errands and other essential destinations.

321 clients were transported on **13,950** one-way trips totaling **174,157** miles.

Volunteer Programs

Volunteers make many of our programs possible and add a personal touch to our services.

456 volunteers provided **28,527** hours of service.

Senior Services

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

Our Mission

Our mission is to promote and enrich the quality of life for older adults and those who care for them by collaboratively providing meaningful services and opportunities.

Funding Sources

Funding sources include Midland County Senior Millage, contributions and fees for services, private donations and memorials, United Way of Midland County and State appropriations of the Older Americans Act through the Michigan Aging and Adult Services Agency and Region VII Area Agency on Aging.

2016-2017 Board of Directors

Michael De Ruyter, President
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Jennifer Chappel, Treasurer
Douglas Fillmore, Secretary
Lee Rouse, Member at Large

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| Catherine Bodnar | Danielle McNally |
| Joy Buchanan | Sharon Miller |
| Jeff Clark | Robin Nelson |
| Sara Clavez | Mary Pitchford |
| James Hurd | Jeremy Shafer |

Alan Brown, Executive Director



SENIOR SERVICES

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