



Senior Services  
Annual Report  
2017-2018

# A Message from Our Executive Director

By Charlie Schwedler



**Charlie Schwedler**

Dear Friends,

What an amazing year this has been at Senior Services! Please know how honored and fortunate I feel to be a small part of this organization as the Executive Director. During my years as a professional, I have found very few organizations that have so many people as hardworking, steady and thorough as there are here. We have an amazing staff, loyal volunteers, and a talented and dedicated Board. We are fortunate indeed!

As we continue to promote and enrich the quality of life for older adults and those who care for them, I would be remiss if I did not mention a few highlights from the year including: the passage of our millage, a partnership with Family and Children's Services of Mid-Michigan to provide counseling, expansion of services, strengthening of partnerships, the groundbreaking and first phase of construction of our new Sanford Activity & Dining Center as well as the fundraising for the \$3.8 million construction cost, and the welcoming of talented and loyal staff and volunteers.

I would like to thank our outgoing Board members, Jennifer Chappel, Jeff Clark, James Hurd, and especially our outgoing President, Mike DeRuyter. Your passion and dedication to this organization has truly made a difference. Thank you so much. To all of our supporters, we are so grateful that you have chosen to share your talents, skill and treasure to serve this organization. It is only through your service and support that we have been able to create an environment that enables older adults to "Embrace Their Age!"

In Gratitude,  
Charlie Schwedler, Executive Director



"The people that come to the Sanford Center are my family. I love it here. This is my home."

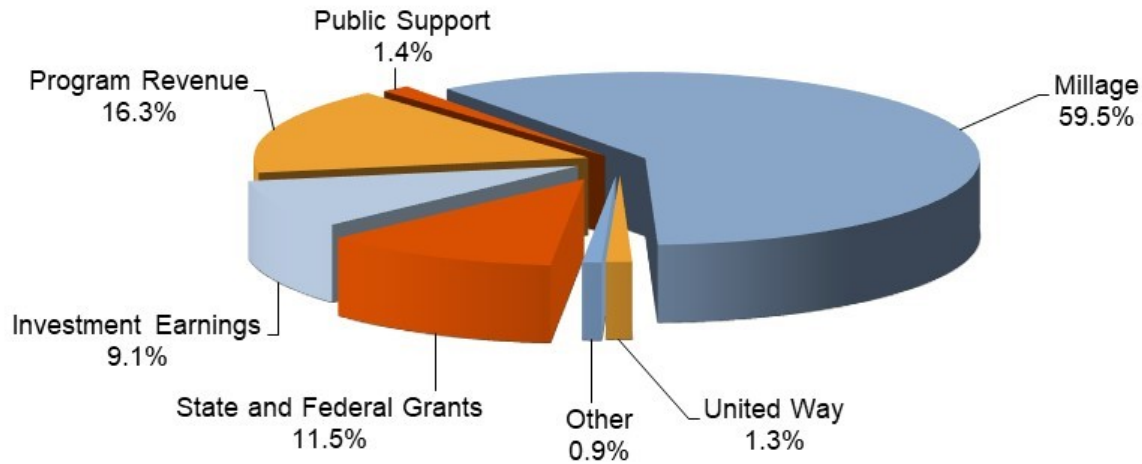
~ Sanford Participant

# 2017-2018 Funding

## Funding Sources (Unaudited)

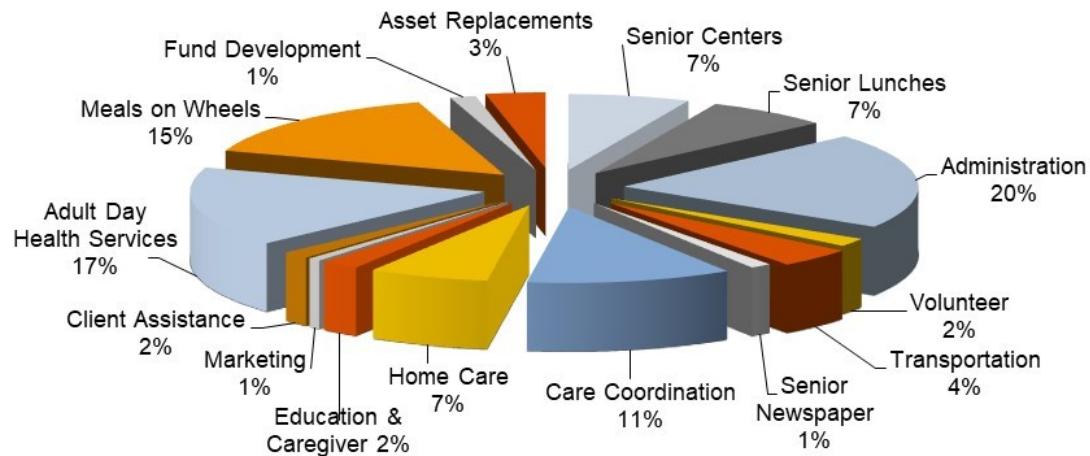
\$5,726,000

Excludes \$1,232,000 Fundraising for Sanford Building Project



## Funding Uses (Unaudited)

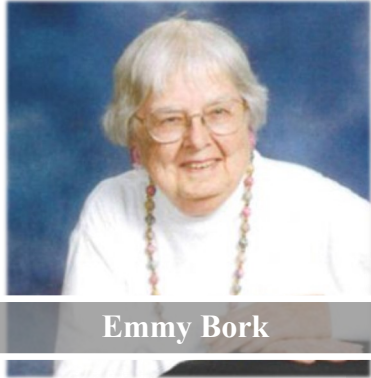
\$5,253,000





# Making a Difference

## There When You Need Us



Emmy Bork

Emmy Bork connected with Senior Services many years ago by coming to our Activity & Dining Centers. When she started getting chemotherapy, she called on us for personalized assistance, unique to her needs. As she recovered, she was unable to shop for groceries to prepare her own meals so Emmy received Meals on Wheels delivered right to her doorstep. She used our Home Care for housekeeping services and our Handyman Team to make her bathroom safer. Emmy says, “Senior Services got me a very nice shower chair and put up a grab bar in the bathroom. I also really liked my Meals on Wheels.” These services helped Emmy focus on getting better and making her health a priority.

## People Need People

When you spend time around others, it makes life more meaningful. It also keeps you healthier. All of our services help people stay socially active and connected. Virginia Wackerle’s husband attended Seasons Adult Day Health Services, a social engaging environment for those living with a chronic disease or memory changes. She says, “My husband went to Seasons before he passed away. He looked forward to coming twice a week.” Virginia now attends the Sanford Activity & Dining Center. She says, “The Sanford Center has really been a blessing to me. Only three weeks after my husband passed, it got me out of the house and made me feel that life goes on. I have met a lot of nice people there. Everyone you meet has a story and you can always find something in common.”



Virginia Wackerle & Ed Goulet

“Thank you so much for sending a handyman to my home. I feel safe taking a shower now.” ~ Handyman Client

# with Lifesaving Services

## Lives Are Saved



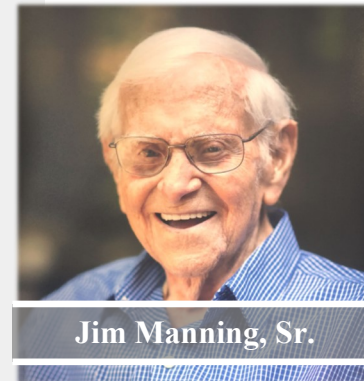
Howie Schaeding

Everything we do at Senior Services is designed to keep people healthy and their lives meaningful and, in some way, preserve the lives of those we touch. Our volunteers help carry out this mission and save lives along the way! One such volunteer is Handyman Howie Schaeding. This past year, Howie installed carbon monoxide detectors that saved two people from serious carbon monoxide poisoning. He also makes visits to homes with the Midland Fire Department to make safety modifications. In addition, Howie is a Meals on Wheels volunteer who confirms everyone is okay as he drops off their meal.

*“My Care Coordinator was always available when I needed help and she always had a big smile on her face.” ~ Jim Manning, Jr*

## Coordination of Services Helps Families

Care Coordination at Senior Services works with families to take the guesswork out of identifying needs and coordinating services. It proved invaluable to Jim Manning, Jr. and his father, Jim Manning, Sr. He says, “Senior Services provided home care for my dad that was instrumental in him living in his home until age 97. They also provided grab bars and smoke detectors. Everyone from Senior Services was always so kind and caring. I looked forward to seeing them and having friendly conversations.” Jim Manning, Jr. also received assistance filling out health insurance and financial aid forms. “Midland County is fortunate to have Senior Services and all their caring staff and volunteers. Thank you for providing all the care and services for my dad and me. You made a huge difference.”



Jim Manning, Sr.



**Activity & Dining Centers**

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

**909** seniors visited our centers where **49,850\*** meals were served.  
\*Includes meals served to Seasons 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 **117** participants for a total of **40,832** 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 **1,531** clients, totaling **8,671** service hours.

**Caregiver Support Group & Classes**

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

**170** people participated in Senior Services' caregiver support group and classes, providing over **1,009** service hours.

**Community Outreach**

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

**176** 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.

Senior Services provided **358** counseling hours to **46** clients. Our new partner, Family and Children's Services, provided **22** counseling hours to **11** 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.

**430** program sessions were offered yielding a total attendance of **5,213** people and **7,347** hours of education. **1,444** unduplicated people were served.



# Services Changed by Senior Services

## Fund Development

Partners with individual donors, foundations and other philanthropic entities to support the agency's mission.

Fund Development added **148** new donors and was awarded **11** grants totaling **\$996,770**.

## Handyman Services

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

Volunteer handymen completed **451** separate health and safety tasks helping **328** older adults.

## Health Benefits Assistance

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

**304** individuals assisted with their health care and prescription coverage options. Health Benefits Hotline received **291** callers.

## Health Care Clinics

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

**845** blood pressure checks, **604** foot care appointments, **266** flu shots and **19** dental cleanings.

## Home Care Services

Provides assistance with homemaking, personal care and respite.

**333** seniors received **16,822** hours of home care service.

## Meals on Wheels

Volunteers deliver healthy, delicious meals to those who have difficulty preparing meals.

**164** volunteers delivered **121,947** meals to **711** 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 **6,112**, Facebook page likes **995**, unique visitors to website **14,815** & **235** e-news subscribers.

## Transportation

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

**338** clients were transported on **13,811** one-way trips totaling **192,032** miles.

## Volunteer Programs

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

**437** volunteers provided **29,321** 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.

## 2017-2018 Board of Directors

Michael De Ruyter, President

Lee Rouse, Vice President

Joy Buchanan, Secretary

Jennifer Chappel, Treasurer

Joseph Weiler, Jr., Member at Large

Steve Anderson

Catherine Bodnar

Jenni Bush

Mary Greeley

James Hurd

Danielle McNally

Sharon Miller

Jeremy Shafer

Charlie Schwedler, Executive Director



**SENIOR SERVICES**

Better Living Starts Here

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SeniorServicesMidland.org