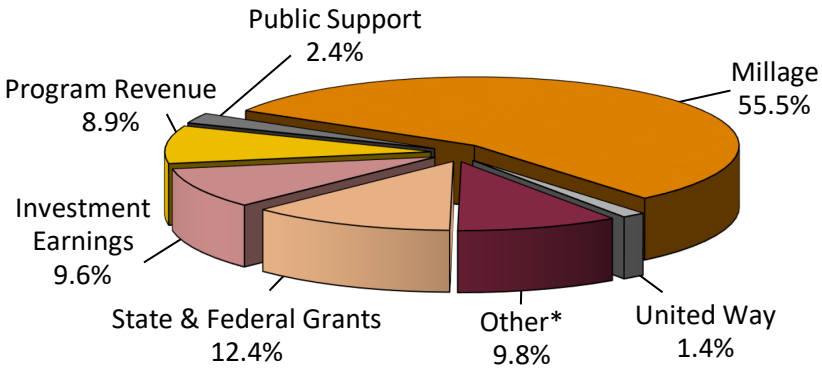
SENIOR SERVICES

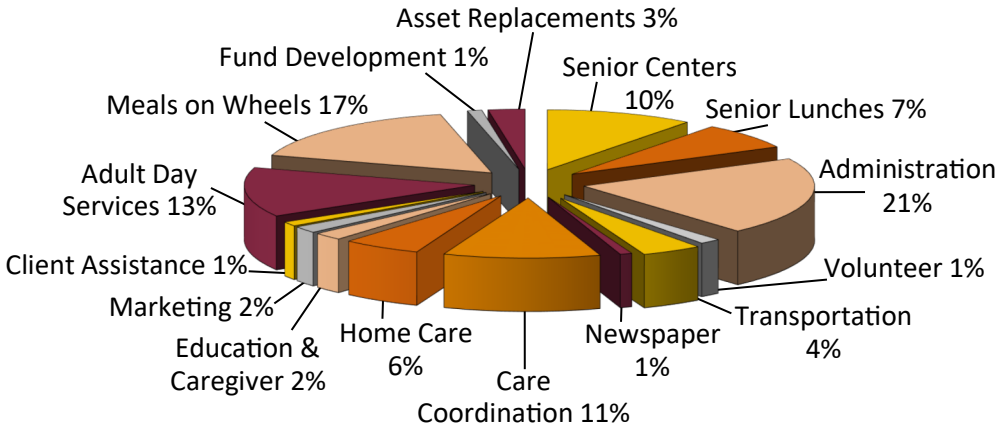
Annual Report ▪ 2019-20

Funding Sources $6,337,078



**Includes PPP Loan Amount of $607,000*

Funding Uses by Program Area $5,230,277



Serving Our Community

Adult Day Services
Seasons served **81** participants for a total of **20,085** service hours. **Significant COVID impact, Seasons was closed from 3/19/20 to 8/2/20.*

Assessment & Coordination of Services
Care Coordination assisted **1,663** clients, totaling **8,362** service hours.

Caregiver Support Group & Classes
136 people participated in caregiver programs, providing over **656.6** service hours.

Counseling
Senior Services and our partner, Family and Children's Services, provided **363** counseling hours to **41** clients.

Handyman Services
Volunteer handymen completed **273** separate health and safety tasks helping **225** older adults.

Health Benefits Assistance
349 individuals were assisted with their health care and prescription coverage options. Health Benefits Hotline received **342** callers.

Home Care Services
302 seniors received **8,087** hours of home care service.

Meals on Wheels
180 volunteers delivered **136,546** meals to **782** seniors.

Transportation
337 clients were transported on **8,584** one-way trips. **Significant COVID impact, transportation to medical appointments only March-August 2020.*

Our Mission

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

Embracing Age!

Activity & Dining Centers

964 seniors visited our centers where **37,102*** meals were served.

*Includes meals served to Seasons and other guests.

Educational Programs

582 program sessions were offered with a total attendance of **8,146** people and **8,997.25** hours of education. Unduplicated people served is **1,390.**

Health Care Clinics

355 blood pressure checks, **463** foot care appointments, **317** flu shots and **18** dental cleanings.

Getting the Word Out

Community Outreach

112 presentations and appearances were made.
Trailside Tours: **66** people. Sanford Tours: **208** people

Midland Prime Times

Newspaper average monthly circulation is **6,981**.

Online Interactions

Facebook page likes **1,362**, Twitter followers **345**, unique website visitors **66,417** & **518** e-news subscribers.

Volunteer Programs

408 volunteers provided **18,818** hours of service.

Donors

170 new donors and **173** returning donors.

Grants

Awarded **6** grants totaling **$38,091**.

"I received my Meals on Wheels today and just wanted to let you know that it was BEAUTIFUL! The roast beef sandwich with au jus sauce was to die for…it was just stunning. I wanted to say thumbs up to the cooks, they did a marvelous job! Thank you so much. God bless and have a wonderful day!"

- Meals on Wheels Client

"So good that you people are calling…never seen a place that treats me better than Senior Services"

- Care Coordination Client

"If not for Senior Services Transportation, I would have a very hard time going to doctor appointments."

- Transportation Client

2019-2020 Board of Directors

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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.