



2019-2020

**ANNUAL REPORT
TO THE
COMMUNITY**

FROM THE DIRECTOR:



Fiscal year 19-20 will go down in history like no other. In the case of the Crawford County Commission on Aging, that's not necessarily a bad thing.

We began the year in great anticipation of the March 10th vote which would allow us to fulfill a long term dream of having our own building. We were overwhelmed with your support of our plan as the voters of Crawford County approved the ballot measure.

As in most organizations the Coronavirus occupied much of the year. The staff and volunteers worked so hard to do everything to continue as many services as possible. We learned how to work from home, increased our technology, began using online video conferencing for meetings, fitness sessions and even some activities like bingo. Our faithful Meals on Wheels volunteers delivered a record number of meals. In order to help decrease loneliness and isolation, we also started the Friendly Visitor Program where volunteers made regular contact with a client who is alone. Staff and Volunteer expertise, creativity and compassion allowed us to meet the needs of our most vulnerable older adults during a time of uncertainty and I thank them for that.

The Commission on Aging has also experienced a spirit of giving this entire year from the support of the building project to donations of masks, to volunteer offers and a generosity of monetary donations. The CARES Act passed by Congress in March 2020 allowed a new \$300 charitable deduction available to individual taxpayers that do not itemize their deductions. No gift is ever too small to further our mission of promoting the well-being and independence of older adults in Crawford County.

It's only fitting that we end with a thank you to each one of you for your steadfast support of the Crawford County Commission on Aging. On behalf of our Board and all the employees, we wish you a healthy and happy 2021!

Sincerely,
Alice Snyder
Director



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ABOUT US

Creating Golden Opportunities for Older Adults of Today & Tomorrow

History

Crawford County Commission on Aging (COA) is a local governmental agency established in 1973 charged with serving seniors age 60 and older throughout Crawford County and Grayling, Michigan. The agency is governed by a 7 member Board appointed by the Crawford County Commissioners.

The COA brings together federal, state and local grant funds as well as local millage dollars to make up their budget. These monies are used to provide a variety of services to seniors throughout the county. Although seniors are not charged a set fee for services, the COA greatly depends on donations to help maintain their programs.

Mission

To advocate and promote the well-being and independence of all older adults in Crawford County.

Vision

A community of active, informed, healthy and caring older adults living and aging together.

Values:

- To treat all people with compassion, dignity and respect.
- To encourage and welcome diversity and individuality.
- To assist older adults in making and implementing choices that maximize their independence and quality of life.
- To protect an older adult's life, health and property while preserving their right to self determination.
- To encourage intergenerational understanding and promotion of shared activities.

PROGRAMS & SERVICES

Senior Center Activities

Prior to the pandemic we offered a wide variety of fun activities including Pool Games, Wii Bowling, Bible Study, Crafting, Bridge, Euchre, Mahjong, Pinochle, Bingo, Trips, and more!

Congregate Meals

Our Congregate Meals provide a nutritious and balanced meal in our dining room. Suggested donation is \$3.50 for older adults 60+ and \$6.00 for anyone under 60. Currently hot lunches are being served curbside between 11:30am-12:30pm. During that time participants can also pick up frozen meals for dinner or weekend meals.

Fitness

Daily fitness classes are offered at 10am via Zoom. Join us online for **Aerobic Drumming, Zumba, and Stretching**. We are so looking forward to being able to offer a wider variety of in-person classes again in the future!

Information & Assistance

We have a resource center for older adults with information on a variety of topics including Caregiving, Kinship Care, and Grandparents Raising Grandchildren. We have staff ready to assist older adults in finding answers to questions or to assist in finding available resources.

Home Delivered Meals

Home Delivered Meals (Meals On Wheels) are offered 7 days a week for those older adults who are unable to prepare their own meals. Frozen meals are offered on non-delivery days.

In-Home Services

For those who need a little assistance maintaining their independence, we offer a variety of in-home services which include **Housekeeping, Personal Care, and Respite for Caregivers**.

Health Services

- **Discounted “Boost Plus”**—a liquid dietary supplement is available at a discounted price for those with a prescription from their doctor
- **Foot Care Clinic**—by Comfort Keepers

- **Incontinence Supplies**—pads and/or adult diapers are available by donation
- **Medical Equipment Loan Closet** with many items to be checked out and borrowed
- **Informational Presentations** are scheduled periodically on a wide variety of topics
- **Blood Pressure/Blood Sugar Checks** are provided by a nurse and will return when the Senior Center reopens
- **Hearing Clinic**—will return when the Senior Center reopens *sponsored by Advantage Audiology.*

Telephone Reassurance & Visitors

Volunteers are available to call and check on you or your loved one every Tuesday and Thursday.

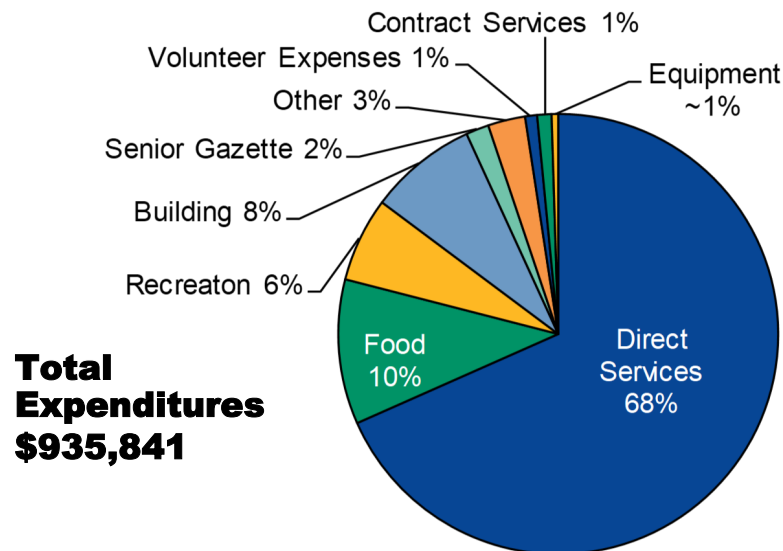
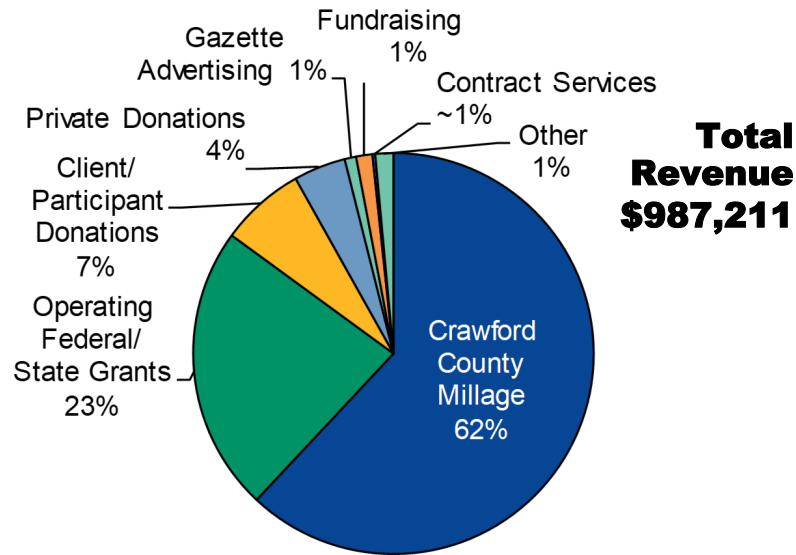
Advocacy Services

- **Medicare/Medicaid Assistance Program**—MMAAP counselors are specially trained in Medicare/Medicaid rules and other health insurance products to assist older adults in deciding which are the best options for them
- **Free Legal Assistance**—Consult with a lawyer about your legal matter. *Sponsored by Jason R. Thompson, Law Office PLC.*
- **MDHHS Assistance**—Meet with an eligibility specialist about applying for state benefits
- **Kinship Care**—A program to assist adults 55+ in raising relative children
- **Food Assistance**—Get connected to the food assistance programs available
- **Utility Assistance**—Get assistance or guidance in paying past-due utility bills or getting services restored
- **Phone Assistance**—Get help finding affordable or specialized phone service
- **Pet Assistance**—Find out if you're eligible for free pet food
- **Senior Project Fresh**—Each summer, qualified older adults receive \$20 worth of coupons for fresh fruits & vegetables

Classes

Classes (including evidence-based) are available periodically throughout the year in a wide range of topics including **A Matter of Balance, Personal Action Toward Health (PATH) for Chronic Pain, Powerful Tools for Caregivers, Cooking for One, Tai Chi for Arthritis, AARP Drivers Safety, Stress Less with Mindfulness, Walk with Ease, and Wellness Initiative for Senior Education.**

BY THE NUMBERS



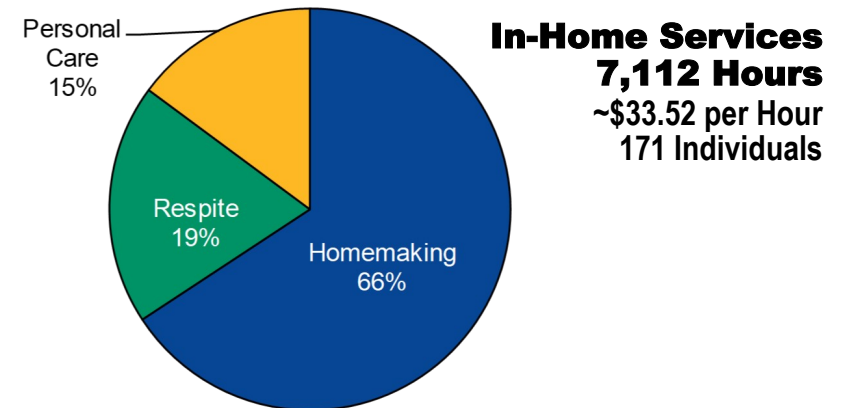
Over the past year, the Commission On Aging & Senior Center, through its programs and services, served 31% (1,247 individuals) of Crawford County seniors age 60 and above (based on 2010 census).

Senior Center Activities

- 45 activities offered & attended by 630 unduplicated people.
- Average monthly attendance = 915 (pre-coronavirus)
- Average daily visitors = 63 (pre-coronavirus)

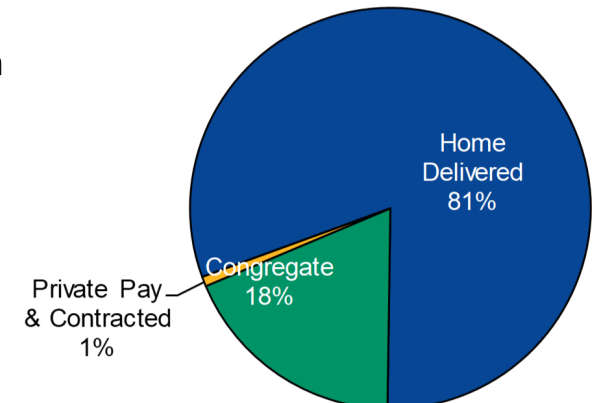
Commission on Aging Programs

- 315 boxes of Food Commodities were delivered to 45 people.
- 362.50 hours were spent counseling 248 seniors with their Medicaid and Medicare benefits.
- 200 seniors received "Senior Project Fresh" farm market coupons.
- 47 loans of medical equipment.
- 349 people received assistance thru our Advocacy services.
- 60 Medical Transports were provided to 17 individuals.



Meal Program 45,290 Meals

~ \$5.91 per Meal
729 Individuals
On average 165 people attended the monthly Community Dinners before COVID.



HIGHLIGHTS



New Building Millage Bond Passed

With the passage of the \$3 million voter approved bond, the Crawford County Commission on Aging embarked on a journey to create a new home. Even though our building project was put on hold for several months when the pandemic broke out, the project continues to move forward. The purchase of a 12,000sf existing building located at 4388 M-72 East occurred shortly after the vote. In the spring, a Project Team of Senior Center design specialists, architects, engineers and interior designers was procured. Design Development for the remodel of the existing building and an 8,200sf expansion has occupied much of our time. A presentation of the design can be found on our website located at www.crawfordcoa.org. We look forward to starting construction in 2021 with final complementation by the end of the year.

New! Friendly Visitor Program

It became significantly evident that some of our older adults were lonely. We know that living in beautiful northern Michigan can sometimes be isolating. With this in mind, we were able to recruit 6 volunteers to spend time with 10 of our older adults in Crawford County who could use someone to talk to on a regular, weekly basis. Our volunteers have provided a listening ear, a friendly, positive voice and have followed their clients into the nursing home or hospital until they return home giving them someone to talk with through their life's journey.

Record Meal on Wheels Deliveries

The need for Meals on Wheels surged this past year. Crawford County older adults experienced being homebound and isolated at its peak. Our volunteer drivers touched many lives. We served 184 older adults home delivered meals, compared to the previous year of 147, serving 25% additional Crawford County residents. This was evident in the increased meals that we prepared and delivered to homebound residents. The Commission on Aging prepared and delivered a total of 36,948 meals this past year. This is an increase of 11,830 meals from the previous year which totaled 25,118. This equates to a 47% increase! Staff members and volunteers made a positive impact on many homebound older adults this last year when socialization was limited to our most vulnerable adults.



Services Continue During Pandemic

Another group of heroes in our story this year are our dedicated group of Homemaker staff. Cleaning homes and providing bathing assistance is a tough job in normal circumstances. Try doing it all dressed up in Personal Protective Equipment! Our staff showed up despite all the difficulties and took care of our older adults in the community who need that extra support to remain independent at home. Hats off to you – Erika, Ann, Kathy, Sarah and Laken!



SUCCESS STORIES

"The Home Delivered Meal Program gives me the ability to stay in my own apartment and my doctor says all my blood levels are within the normal range." She can't believe it... and it is because of the meals! "Without the meals I would not be able to eat, maybe only one meal a day, with all my prescription costs. The volunteers that bring my home delivered meals are always upbeat, dolly, and really lift my mental health."

"Our seniors play a significant role in our County and I am grateful for the services you provide them. My Mother & Grandmother both loved and enjoyed your services and I want to make a continual effort to see this continue. Your staff is to be commended on the fine job they do. Thanks for your service."

"Just wanted to let you know that I love the Hearing Clinic. Was told \$7,000 for my needs but with your clinic everything is covered and my life is going to change."

"I am very thankful for the Home Delivered Meal Program. Many times I would not have a warm meal if it wasn't for the program. Because of the program I have a warm meal every day. I thank all the volunteers for their kindness and hope they stay safe."

"Six months after my husband was diagnosed with dementia, I was becoming 'down in the dumps.' I was trying to do everything at home! Cooking, cleaning, grocery shopping, picking up meds, remembering and dispensing medications to give to my husband, picking up mail at the post office, and all the driving—taking my husband to and from doctor's appointments, etc. My daughter came from Florida and noticed my depression.



She said let's go to the COA and see if you can get some help. I now receive Meals on Wheels, cleaning services, and they helped me receive free vegetables in summer, and their paper gives me news of upcoming events! The next time my daughter called me from Florida she said, 'It sounds like you're very happy!'"

"I am very excited that since receiving my meals I have been eating balanced, portion controlled lunches and I have lost 30 lbs. to date. I am no longer pre-diabetic—my doctor is amazed at my lab results this quarter. All in all, I'm more aware of what and how much I am eating as well as how often. Thank you so much for bringing me my lunches."

"The Crawford County Senior Center is absolutely amazing. I am in constant awe of the varied and many programs you offer. The special services are so relevant and necessary. When I moved to Grayling eight years ago friends and family pondered what I was going to do up here. But this Center is a fount of information, social activities, excellent food, group outings, recreational activities. The staff here has never failed to be pleasant, informative, and helpful. This Center is Grayling's best kept secret. I applaud you!"

"I've been on Meals on Wheels and telephone reassurance for about a year now! They are nice—I look forward to my deliveries, not so much for the meals, but they're good and very helpful, but because of the volunteers. They're wonderful. They talked to me and seem to care when nobody else does! They are super. My reassurance calls make my day also. Our COA cares about us who are homebound. The volunteers take that extra few minutes to let us know that they care and even worry about us. When I'm feeling sick or just don't feel good those wonderful calls make me smile no matter how lonely I am feeling!"



DONORS

Almost all of the services offered are available on a suggested donation basis to Crawford County residents. Our programs are funded by Crawford County millage taxes along with Federal, State, and local grants but without our donors we could never continue to do all that we do.

Agnes Trudgeon	Diane Burtch	Joy Stiffler	Richard & Pamela
Al Etson	Dianne & Mike	Joyce Sorenson	Alexander
Alice Burak	Branch	Juanita Bilinski	Richard Anderson
Ann R. Scheiben	Dianne Gregorich	Judy George-Crook	Roberta Martinez
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Arlene Czuba	Dolores Papendick	Schreiner	Roxie Chumack
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Barbara Sands	Donna Cross	Kay Ellen King	Ruth Whitcher
Betty Jo Bresmon	Donna Schnoor	Kirsten Lietz	Sandra & Ken
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Carol Wilder	Cojocar	Michael & Bonnie	Sunset Park Assoc.
Ceriel Van	Fraternal Order of	Stephan	Tad Randolph
DeCastele	Police AuSable Lodge	Michael Carnevale	The Medicine
Charles & Marilyn	#189	Milton Proctor	Shoppe
Fick	Glenn & Lorelei King	Mo McNamara	The Community
Jack & Phyllis	Grayling High School	Monday Bridge Group	Foundation of NE
Richards	Robotics Team #6121	Munson Hospital	Michigan
Charlotte & Terrence	Greg Nelson	Grayling	Theresa Wright
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Charlotte Ippolito	Jacky McKerchie	Wilcox	Thomas Jarosz
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Clif & Linda Schultz	Janice Smith	Norma Werda	Tom & Deb Rawlings
Consumers Energy	Jason & Amy	Otsego Family Vision	Tom & Janet Gaffke
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Diana Doremire	John & Barb Wotring	Schanz	William Moffatt
Diane & Dave Noelke	John Kosmala	Richard & Margie	Yvonne Anderson
Diane Tompkins	John Parker	Smith	

VOLUNTEERS

Our volunteers are just as important as our donors because they give of their time and their hearts. This year over 3,562 hours were performed by more than 100 volunteers to help make the Commission on Aging & Senior Center programs a success. This equates to \$35,098 in staffing dollars saved. In addition volunteers raised \$1,290 for a total of \$36,388 generated by our volunteers.

Michelle Arnholt	Dr. Ryan Hamilton	Karen Luark	Karl Schreiner
Tiffany Bean	Mary Lou Hanks	Susan Lynch	Gail Schultz
Sheryl Biggs	Lisa Heck	George Mascarello	Jessica Schultz
Nancy Billingham	Susan Hensler	Sharlene Mascarello	Jon Schultz
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Charlotte Bloomquist	Bill Hollenbeck	Julia McClain	Tom Seames
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Sandy Brody Sparks	Donna Hubbard	Dean McCray	Richard Smith
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Gloria Buskirk	Francis Hummel	Judy Morford	Joyce Sorenson
Hal Carlson	Tom Jarosz	Stephanie Nagel	Dianne South
Cheri Carpenter	Linda Jensen	Greg Nelson	Cheryl Starr
Shawano Center	Myra Johnson	Rosemary Nelson	Judy Steffen
Rheo Chartrand	Sharon Johnson	Wayne Nelson	Ann Stephenson
Wendy Clarkson	Dennis Kemerer	Dee Niedzielski	Farrell Thomas
Jane Conklin	Eileen Kemerer	Marcus Niedzielski	Ellen Thompson
Marc Dedenbach	Ron Kemerer	Bill Nuckolls	Jason Thompson
Dick Dodge	Glenn King	Sandy Parks	Vera Trimble
Lyn Dodge	Kay Ellen King	Chelsea Partello	Deb Umlor
Diana Doremire	Lorelei King	Dusty Partello	Katrina Verlac
Greg Dulkowski	Cyndi King-Baldwin	Sharen Perkins	Janet Weak
Kathy & Joe Ellison	Sandy Lakanen	Carol Peterson	Nicole Wethington
Tina Foster	Alice Lee	Nancy Pletzke	Ruth Whitcher
Molly Francis	Dick Lee	Pat Potter	Carol Wilder
Mary Garcia	Betty Leibler	Deb Rawlings	Sandra Woods
Judy George-Crook	Karen Leslie	Tom Rawlings	Barb Wotring
Jennie Gibbons	Cathy Lester	Jack Richards	
Mary Jo Gingerick	Kirsten Lietz	David Ridal	
Sharron Hagerman	Rita Lone	Pat Sanders	





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www.crawfordcoa.org

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Make a Donation Today & Create Golden Opportunities for a Lifetime!

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Home Phone (_____) _____ Cell Phone (_____) _____

E-Mail Address _____

Method of Payment ☐ Cash ☐ Check **Amount Enclosed \$** _____

Please make check payable to "COA" at
308 Lawndale St. Grayling, MI 49738

Call (989) 348-7123 to make donations or payments
of \$25 or more with a credit, debit, or EBT card.

*****All Gifts are Tax Deductible*****