



## 2020 Annual Report

October 1, 2019 to  
September 30, 2020

7,856

Transportation rides

41,247

Meals on Wheels delivered

682

Personal Care hours

180

Respite Care hours

3,055

Homemaker Care hours

10,570

Congregate Meals served

3,888

Disaster Meals

1,205

Produce Boxes

3,255

Assessment, Wellbeing Calls,  
& Social Work

217

Senior Project Fresh Booklets

## Maintaining connections in an unprecedented time.

On March 13, 2020 the doors to Friendship Centers of Emmet County were closed to the general public as the State of Michigan braced for a complete shut-down. Prior to the State mandated shut-down, our units of service per month were equally impressive as in years past, and in some cases greater than our units of service per month in 2019. The centers were buzzing with activity and new opportunities for seniors of Emmet County. Life as we knew it changed dramatically in an effort to slow the spread of the virus and protect senior citizens who are at the greatest risk of serious complications and even death.

It is reported that 83% of non-profit organizations have experienced a reduction in revenue. The pandemic has caused over 70% of non-profits to reduce services or operations. Sixty-seven percent have furloughed employees since the start of COVID-19 in March. Fifty-one percent have had to resort to layoffs, not knowing if business will ever return to pre-COVID status.

Friendship Centers furloughed two-thirds of staff in April. As a result, services had to be prioritized based on personal protection equipment availability. Every decision made was based on balancing the wellbeing of seniors and staff. But our staff remained committed. We found ways to remain connected.

We were required to develop and implement a COVID-19 Preparedness and Response Plan. As part of our plan, we trained staff about COVID-19 and implemented daily health screenings and temperature checks for staff. We purchased personal protection equipment: gloves, face masks, face shields, gowns, wipes and goggles. We sent postcards to area seniors and advertised on billboards to educate about COVID-19 and the importance of staying safe. We purchased UV sanitizing lights and special spray to sanitize buses and foot care equipment. We worked with the Office of Emergency Management to distribute face coverings to seniors. We worked with Michigan Department of Health and Human Services to distribute food resources and Area Agency on Aging of Northwest Michigan to distribute shelf stable quarantine boxes. We worked with MANNA to secure weekly produce boxes that were distributed throughout the summer and early fall. We continued to conduct wellness calls to our most vulnerable and homebound seniors. We continued with service assessments via telephone. We continued to provide daily hot meal delivery to Meals on Wheels clients. We participated in Senior Project Fresh, distributing coupons to seniors to utilize at local farm markets. In an effort to remain connected we distributed free curb-side meals in October, November and December and were able to see many of our seniors, if only for a minute. We have

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**Mission:** To ensure that all senior citizens have the opportunities, services and information necessary to live healthy, safe and active lives in dignity.



remained active with local professionals as we all worked to balance the health and safety of our clients and staff.

During this time of closure, we have been able to conduct some necessary building maintenance. We replaced cabinets and purchased new tables and chairs for the dining room. We have refinished the floors in the dining room and multipurpose room. In the kitchen we replaced our vegetable steamer, slicer and commercial garbage disposal. We are upgrading our fire suppression sprinkler system to replace old and corroded sprinkler heads. A glass window has been installed at our reception area for health and safety and to provide privacy to clients who phone us.



Despite the challenges that 2020 has brought, we remain steadfast in our commitment to Emmet County seniors. We look forward to being able to open our doors and share lunch together. We look forward to hearing the cheers of the Wii bowlers and listening to the sweet sounds of our chorus. Until then, be well and stay healthy and safe.



Sincerely,

Denneen Smith  
Executive Director

*"Working hand in hand to help all seniors thrive!"*

We are grateful to over 300 individuals, families and businesses who supported Friendship Centers of Emmet County with financial and in-kind donations.

### 2020 Board of Directors

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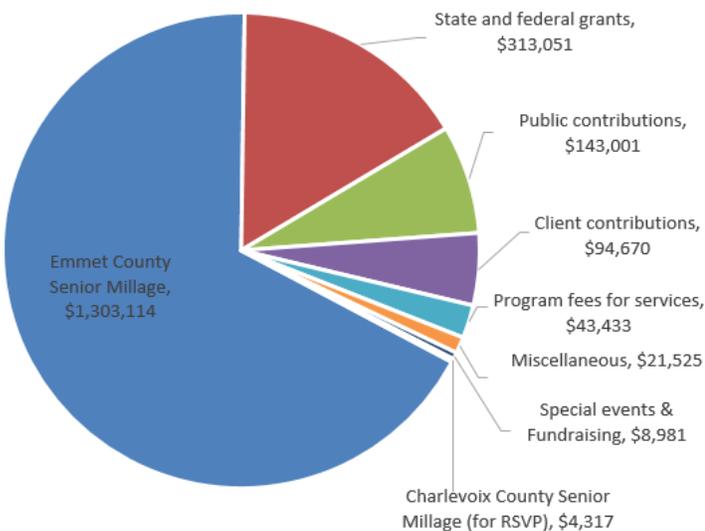
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### 2020 Finance Information

Revenues



Expenses

