

Senior Center Annual Report
March 20, 2017

DEPARTMENT OVERVIEW

The Bath Charter Township Senior Center serves the senior citizens of Bath and surrounding communities. Regular patrons of the Senior Center travel to Bath from DeWitt, Ovid-Elsie, Owosso, Charlotte, Lansing, and other municipalities in the area.

VISION & MISSION

The following Vision & Missions statements were revised by the Senior Services Advisory Committee, May 2015.

The Senior Center will become the focal point both on site and off site services for senior citizens in our community. (*Vision*)

To provide services and a comfortable gathering space for social, educational, recreational, nutritional, and health needs of senior citizens in conjunction with persons of all ages, abilities and backgrounds within Bath Township and surrounding communities. (*Mission*)

PERSONNEL

Four part-time employees overseen by the Administrative Services Coordinator.

- Programs & Services Coordinator, 32 hours per week.
 - Develops and coordinates the activities of the Senior Center to generate participation; assists with budget planning and reporting; works with and supports activities of the Senior Services Advisory Committee.
- Head Cook / Kitchen Coordinator, 32 hours per week.
 - Responsible for developing a nutritional menu, preparing and serving meals on a regular schedule in the Senior Center; purchasing food and other kitchen supplies per Senior Center Meal Program budget and regulations; maintaining kitchen and meal site inventory; as well as maintaining a safe, sanitary kitchen.
- Assistant Cook, 28 hours per week.
 - Assists with the preparation and serving of meals on a regular schedule in the Senior Center; helps maintain kitchen and meal site inventory; as well as maintaining a safe, sanitary kitchen.
- Dishwasher, 15 hours per week.
 - Maintains all dishes, pots, pans, trays, kitchen, work areas, equipment and utensils in orderly and sanitary condition.

Staffing accounts for \$72,751 of the total budget of \$126,571 for fiscal year 2017, or 57-percent.

EVENTS & ACTIVITIES

Bridge	Euchre*	Popcorn & a Movie
Bingo	Exercise (Walking	Puzzles
Bowling	Group)	Texas Hold'Em*
Canasta	Hand & Foot	Trivia
	Line Dancing	Wood Carving
	Live Music	

** Euchre hosted weekly on Mondays, Thursdays, and Sundays. Also hosted once a month on Saturday.*

PROGRAMS & SERVICES

Computer Clinic	Bridge Classes
Fall Risk Assessment & Balance Coordination	Ice Cream Social
Health Clinic (blood pressure readings, glucose testing, medication questions)	Hearing Screenings & Hearing Aid Cleaning
Medicare/Medicaid Counselors from Tri-County Office on Aging	Hospice Services, Caregiver Stress & Burnout
Oral Health, the Wisdom Tooth Project	
Wal-Mart Flu & Pneumonia Shot Clinic	

TRIPS

Bath Township Library Center Visit	Eggleston Art Gallery Visit
Boat Trip, Saginaw Bay	Firekeeper's Casino, Battle Creek
Bronners & Zenders, Frankenmuth	Senior Night at Lugnuts Stadium, Lansing
Dinner Theater, Turkeyville	Soaring Eagle Casino

RECENT HISTORY / TRENDS / ACCOMPLISHMENTS

Mid-Michigan District Health Department

Type III Food Service Establishment License: The Township applies each year for a Food Service Establishment License in order to prepare and serve meals and drinks on-site five days a week to the public at the Senior Center.

Certified Food Safety Managers: The Township must employ one certified food manager that works an average of 30 hours per week as a requirement of our license. Both the head (32 hours per week) and assistant cook (28 hours per week) are Certified Food Safety Manager's in the National Registry of Food Safety Professionals. This is one of three accredited programs by the American National Standards Institute and the Conference for Food Protection. Requirements for certification every five years include a mandatory 16-hour classroom instruction period, and passing the

certification examination. Additional training and certifications are at times required for Food Safety Managers. One recent example is that Food Allergen Training was required to be completed by our Food Safety Managers no later than January 14, 2017. Both Food Safety Managers completed the training and received certification by Fall 2016.

Inspections: As part of holding a Food Service Establishment License, at least two times per year, the Mid-Michigan District Health Department conducts unannounced inspections of our Center's food preparation operations and procedures, as well as our staff's knowledge. Inspectors generally look at facility cleanliness and maintenance, hair restraint and hand washing, hot and cold holding of food, date-marking, training certifications, sanitizing and dishwashing, and knowledge of food-borne illnesses.

Kitchen & Bathroom Remodel

Striving to serve an increasing number of area senior citizens with nutritionally sound, reasonably priced, homemade meals, plans were made to renovate and convert existing kitchen/storage space and equipment into a commercial kitchen. The bathroom facilities were also renovated in order to fully comply with the Americans with Disabilities Act of 1990.

Phase I: The Township began kitchen renovations in February 2015. This phase was referred to as Phase I of renovations and included installation of a three compartment sink, a hot food serving counter, a reach-in refrigerator, a hand sink, and work tables. The work was completed by volunteers and overseen by a licensed contractor. Funds from the 2014 fiscal year Senior Center department budget and monies raised by the seniors through special events were used.

Phase II: The next goal was to increase the footprint of the kitchen within the Center to accommodate a commercial range and hood, convection oven, reach-in freezer, high-temperature dishwasher, garbage disposal, larger/more efficient water heater; replacement of flooring and cupboards, and to begin using dinnerware and flatware. This was Phase II of the renovation project.

The desired impact was to improve the quality of services offered at the Center, and enable staff to increase the number of senior citizens served by the meal program by at least 20 percent. The kitchen renovations allowed the Center to transition from Monday-Wednesday-Friday meal service to five-day-a-week service in July 2016. This has allowed staff to serve approximately 140 more meals per week.

Funding: In Spring/Summer 2015, the Township applied to the Capital Region Community Foundation for a grant in the amount of \$55,000 to fund Phase II. The Township's fiscal year allocation and the additional fundraising efforts by our seniors and community members provided for the total needed 1:1 required match of the grant request of \$55,000, for a total of \$110,000.

Senior Center Average Attendance

	2016	2015	2014	2013
January	55.33	49.17	30.45	33.5
February	57.1	50.5	32.64	33.09
March	57.42	45.77	37.67	33.58
April	59.23	52.92	39.83	37.77
May	66.58	58.33	41.58	40.08
June	61.15	56.58	44	42.25
July	53.47	62.08	47.63	36.33
August	50.61	58.6	46.69	41.92
September	55.76	64.4	49.9	49
October	59.21	66.7	52.21	42.15
November	55.61	72.44	56.18	42.6
December	53.71	47	59.42	37.58
AVERAGE	57.27	57.4	45.06	39.21
	2016	2015	2014	2013

New Deck Construction

Thanks to the generosity of community members and volunteers, construction of a new deck was completed at the Center in May/June 2016. Purchase of deck materials was provided by Taco Tuesdays and other Senior Center fundraising activities. Volunteers included: Rick Curtis of Curtis Builders, Adam Davis, Al Rosekrans, Mark Schneider, Wayne Farr, Dan Oberst, Walt Holden, Zachary VanSickle, Will White, Doug Reich, Cindy Cronk, and Dan Wietecha. Thank you to Dave Snider (Haslett True Value Hardware) for use of a post-hole auger. Thank you to food/meal donors: Debbie Stoddard, Bonnie Rosekrans, and Marlene King.

Demolition of the old deck and landscaping around the deck was completed by members of the DPW. Seniors made the new deck complete by adding a few outdoor tables and chairs and then celebrated with an Ice Cream Social.

JoAnne Williams Memorial Bridge Tournament

The JoAnne Williams Memorial Bridge Tournament is hosted twice a year at the Bath Township Senior Center. Up to 20 teams can sign up for the event coordinated by Senior Center supporter and avid bridge player, Barbara Reeves. All monies raised from the Tournament are donated to the Center in honor of Williams.

JoAnne Williams, a long-time resident of Bath Township, lost her battle with lung cancer and COPD on April 24, 2013. An attorney for Dart Energy and Corporation, JoAnne was 80 years old. She was a member of the Bath Senior Center Advisory Board and enjoyed playing bridge there every week.

Low-Income Meal Program

The Center assists seniors within the Bath community that are low income by providing meals at no cost. Bath residents can confidentially provide documentation (Medicaid or Food Assistance) to the Programs & Services Coordinator, and be qualified to receive a discreet meal punch card for use at the Senior Center. The punch card is the same one used by those patrons that pay for meals ahead of time. In recent years, Township volunteers for the Michigan's Coordinated Access to Food for the Elderly, or MiCAFE program, have referred applicants to the Center to take advantage of the program. On average during July – December 2016, three low-income meals were provided per day (low of 0 served – high of 7).

CURRENT ISSUES / CHALLENGES

Full Schedules

- Because the Center is open Monday – Friday each week, from approximately 10 am – 4 pm, most, if not all of the hours allotted per week worked by the Programs & Services Coordinator are spent with the seniors on-site. There is very little downtime for the person in this position to spend quiet, uninterrupted time working. In addition to the regular weekly schedule, there is a Euchre event held once a month on Saturday for at least 3-4 hours.
- A similar situation exists for the Head Cook. Regularly, she begins work by at least 8:00 am. Sometimes she begins even earlier if meat or other food needs to be put in the oven. This schedule leaves little time to work on menu development or shopping.
 - Prior to the transition to five days a week, the head and assistant cooks were able to conduct the shopping themselves at Gordon's Food Service, Sam's Club, Meijer, Kroger, etc. This allowed them to compare prices, utilize coupons, and hand-select produce and meat for use at the Center. Now with little to no time to shop, the cooks have been using a food order and delivery service, Van Eerden Food Service out of Grand Rapids (also used by Tommy's Pizza and the Bath Diner). While the Van Eerden staff has tried to be helpful and accommodating, our selection and pricing is limited based on Van Eerden's product offerings. For example, in the past staff may have chosen to purchase 95-percent lean ground beef from Sam's Club because of its quality and reasonable price. Now, the cooks have to go with 85-percent lean ground beef at a higher price from Van Eerden.

Regular Maintenance & Cleaning

- Five-Days Lunch at Senior Center – Not only does it need more frequent cleaning, there are no “vacant” days to do the cleaning.
 - Required building maintenance includes floor stripping and waxing, as well as intensive kitchen cleaning in preparation for health department inspections.

- An unexpected outcome of the recent renovations is increased maintenance in areas not anticipated. One example is that our project required a grease trap, to prevent grease, hair, lint, oil, sediment, and other solids from entering our plumbing system and waste water treatment facility where they cannot be processed properly. While regular maintenance is not overly time consuming for staff, it is something that needs to be done on a regular basis. Other such maintenance resulted from the installation of the commercial range and hood, convection oven, reach-in freezer, and high-temperature dishwasher.

Space

- While the remodeling vastly improved the layout and flow of the Center, we are still constrained by the building's four walls. Increasing the footprint of the kitchen (to 430 square feet from 200) decreased the seating capacity of the dining room, from 100 seats down to 85. The highest attended date between July 11, 2016 and the end of 2016 was 79 attendees on August 25, 2016 for Swiss Steak, and 73 attendees on October 13, 2016 for Meat Loaf. While this is certainly 5-10 attendees less than the maximum the dining room can hold, it does limit the space in which patrons have to walk around in safely while carrying plates of food.
- Limited space for dining/meal program vs. activities
 - No quiet space for hearing screenings.
 - No separate or private space on-site for Food Commodity or MiCAFE qualification services.
 - Some programs have moved to other Township buildings, such as line dancing and quilting to the Bath Community Center.
 - Card players often have to wait for other patrons to finish their lunch and move to another table so they can move lunch tables and set up card tables.
 - Special meals such as Thanksgiving and Christmas dinners (often sponsored by Sons of the American Legion) now require the Center to be closed the day before for meal preparation, and require two seatings (11:30 am and 1:00 pm in order to serve all those that sign up.

Temporary Employees/Fill Ins

- In order for the Programming & Services Coordinator to take time off for illness or vacation, often two or more people need to be coordinated depending on the day and programming/activities scheduled including taking lunch money, running euchre, bingo or other gaming, or hosting an outside program, service or speaker.
- Because we employ such a small number of employees, we have some cross-training so that our cooks can have days off due to illness or vacation, but our options are very limited.
 - The Parks & Recreation Director is also a Certified Food Safety Manager and often assists with food preparation if either the head or assistant cook is off. However, she is limited as she has her own 32 hour a week schedule and scheduled programming to maintain.

- The dishwasher is also able to assist in the preparation of food without a certification as long as a Certified Food Safety Manager is on-site overseeing the work.
- Other than that, only one other person is available at this time to assist with food preparation and serving if either the head or assistant cook is off. This person is a Bath resident and former Haslett School cafeteria employee, but can't assist on Wednesdays due to another obligation.

Mid-Michigan Diaper Bank

The Center has been a partner of the Mid-Michigan Diaper Bank for the past several years. The program offered free diapers and incontinent supplies to those living in Ingham, Eaton or Clinton Counties. As of June/July 2016, staff was coordinating supplies for at least 17 local residents. Since that time, orders have gone unfulfilled. Contacts with the Diaper Bank by staff have been met with the same email response each time, that the founders have been too overwhelmed by personal/health issues to fulfill orders. The Programs & Services Coordinator has noted all patrons of the program have now made alternate arrangements to obtain their supplies.

Increasing Expenses & Revenues

As the Senior Center continues to grow, so too has its budget. Increasing attendance numbers have necessitated an increase in the food budget, which in return has increased meal revenue. The number of staff, as well as staff hours, has also increased.

Senior Center Historical Expenses & Revenue			
	YEAR	EXPENSES	REVENUE
Actual	2006	\$34,288.00	
Actual	2007	\$34,671.00	
Actual	2008	\$28,924.00	
Actual	2009	\$29,613.00	\$11,781.00
Actual	2010	\$48,684.00	\$14,325.00
Actual	2011	\$53,954.00	\$16,921.00
Actual	2012	\$62,250.00	\$18,828.93
Actual	2013	\$78,548.00	\$30,811.00
Actual	2014	\$84,610.00	\$27,684.00
Actual	2015	\$74,821.00	\$27,927.00
Approved	2016	\$98,264.00	\$40,150.00
Recommended	2017	\$122,587.00	\$38,400.00

Revenues could not be located for 2006, 2007, and 2008.

Attendance Numbers

Since we transitioned to five days a week meal service July 11, 2016, staff has been monitoring attendance numbers. There have been a total of 125 regular meal service days, an average calculation of each serving day since that date shows that Tuesdays appear to be the least attended day of the week with an average of 33 meals served in-house (low of 16, high of 49).

Serving Day	Monday	Tuesday	Wednesday	Thursday	Friday
Average Attendance	53	33	54	40	50

Average calculated with data from July 11, 2016 through December 31, 2016.

SHORT- & LONG TERM GOALS

Short-Term Goals

- Continue looking for resource, program and service partnership opportunities in the community.
- Continue promotion and marketing of our resources, programs and services.
- Accurate and complete Emergency Sheets for every patron.
- Minimize waste of food (leftovers/uneaten meals).
- Additional use of volunteers, as feasible, in program operations.
- Complete disposal of medical equipment.

Long-Term Goals

- Develop nutritional information for menu.

2016 Senior Services Strategic Plan

In addition to short- and long-term goal planning by staff, please also refer to the following 2016 Senior Services Strategic Plan (pages 9-11) created by the Senior Services Advisory Committee. The SSAC is in the process of reviewing and updating this plan.

Bath Charter Township 2016 Senior Services Strategic Plan

Goal 1: Expanding the Senior Center and Hours and Services

Objective 1: Oversee increasing staff levels, meal service and program expansion within the existing facility as we move, with the Board support, to operating 5 days a week.

Objective 2: Develop cost estimates and conceptual plans for expanding the Senior Center at its current location during the first half of 2016

Objective 3: Utilize the new Township Capital Improvements Projects process to access the resources needed for the expansion during the second and third quarter 2016

Objective 4: Once funding is secured; expand the Center during the fourth quarter 2016

A multipurpose building housing the Senior Center, Library and Farmer's Market has been discussed, but this seems like a LONG RANGE plan and one which may not come into being in time to meet our needs.

Objective 5: Increase hours for Senior Center staff and refine position description for leadership within the Center.

Goal 2: Develop more comprehensive programs to serve Bath Township Seniors

Objective 1: Work to develop resources through increasing partnerships, expanding collaboration and program development and broaden networking based on identified resources

Objective 2: Provide staff training which enables program expansion and increased collaboration and expanded networking

Using data from our most recent Senior Services Survey (2015) we plan to work on providing more expansive services to our seniors. Survey results are clear, 94% desire to age in place and the seniors are clear about unmet needs: Home repairs (28.2%); ramp building (12.8%); installing grab bars (15.4%); chore services (28.2%); transportation (15.4%); assistance with snow removal (35%) and legal services.

These increased services, again driven by survey results will include, but not be limited to programs and services related to:

- health and wellness,

- home repairs,
- chore services,
- home-based safety improvements,
- educational programs which will include technology (i.e. how to outsmart your smart phone),
- day trips,
- access to legal services;
- and volunteer transportation services

Goal 3: Provide transportation services to and from the Senior Center

Objective 1: Our Bath Township senior population is growing and the oldest seniors, who we are here to serve, need transportation to the Center.

Objective 2: Begin to provide transportation services with the Bath Charter Township van
Retrofit the Bath Township van to be handicap/wheel chair accessible

Objective 3: Identify and train a team of volunteer drivers

Objective 4: Design, promote and manage the service

Objective 5: Maintain an evaluation component which would show use, unmet demand and responses to service

Objective 6: Purchase a 16 passenger handicap assessable van/mini bus for the Center

The mini bus/van would be used for a variety of Senior/handicapped based activities within the Township.

Goal 4: Complete the Kitchen Upgrade and other improvement projects

Objective 1: Finish kitchen and meal service improvements: secure dishes and cutlery, get new pots, pans and cooking utensils as needed; bring in new, light weight tables and additional chairs; renovate the deck and replace the storage building.

Goal 5: Continue and Expand Service to Bath Township Low Income Seniors

The need for low cost nutritionally sound meal service for seniors is greater than we know, we are committed to serving as many seniors as we can. We have implemented a punch card system for the Senior Center. Seniors can load money onto our punch cards; when coming in for a meal the card is punched and amount reduced from their account. When empty, the participant purchases a new punch card. However, we know there are seniors in Bath Township

who are low income, below the poverty level and we plan to continue to serve these Seniors with free lunches.

Objective 1: Continue to work with MiCafe to refer seniors from Bath Township living below the poverty level and in need of nutritional services to the Senior Center.

Objective 2: Provide those referred by MiCafe with free punch cards allowing them access to free lunches. When cards are used up, replace the cards, free of charge.

Objective 3: Serve at least 45 Bath Township seniors with this service in 2016

Objective 4: Expanding Food Commodity Distribution in partnership with CACS to at least 25 Bath Township low income seniors.

Goal 6: Increase number of meals served by 15%

Objective 1: To meet the increasing demand for services at the Senior Center move to providing meals and services 5 days a week in July 2016

Increasing the kitchen size reduced the Senior Center capacity from 85 to 80, but the need continues to grow; currently we are serving, on average 70 seniors meals M-W-F, the goal is to increase number by 15%

Goal 7: Fundraising and Grant Writing

Objective 1: Continue to apply for grants for senior programs and services

Objective 2: Continue our fund raising activities with the support of our seniors

Goal 8: Continue to Survey Seniors to determine service and program needs

Objective 1: Provide, on an ongoing basis, opportunities for seniors at the Center to provide the Senior Services Committee with input regarding their needs for services and programs.

Objective 2: Analyzing data to guide service and program expansion

Objective 3: Work with the Township on ways to meet these needs