

SENIORS' RESOURCE CENTER

Impact Report

2020

Dear Supporter,

I am pleased to present the 2020 Impact Report for Seniors' Resource Center.

As we move into 2021, we are excited to welcome new opportunities with bright eyes focused on the future for Seniors' Resource Center. Last year the COVID-19 pandemic presented numerous challenges and provided new opportunities for SRC to evaluate the strengths of our programs and services in addressing the needs of the older adults, their families and caregivers that we serve.

I would like to reflect on what SRC was able to accomplish with your support, as an organization and a community dedicated to serving the needs of people with elevated health risks during a public health crisis.

In response to the COVID-19 pandemic, we realigned our core services to our mission and restructured staffing to provide services that are responsive to the needs of older adults. Our staff took a hard look at the way we were operating and broke down silos within our organization, strengthening our team-based approach to services.

We also honestly assessed our transportation and volunteer service programs and realized that the expertise for these programs lay outside our organization. As a result, we transitioned our transportation and volunteer service programs to community partners who could better serve our clients.

From the beginning, we were committed to doing everything possible to continue providing our critical services to the families that rely on SRC. From that commitment grew innovation. Since our adult day participants couldn't come to us, we took our services to them. Our tireless staff made care calls to our adult day and in-home clients and their caregivers for regular wellness check-ins to help maintain their physical and mental wellness.

We safely continued our in-home services for seniors sheltering at home (hygiene, meal preparation and homemaking), launched our Adult Day Without Walls programming (daily virtual activities via Zoom, weekly activity packets, and individualized in-home respite) for older adults and their family caregivers, and created our new Emergency Food Assistance program, delivering boxes of fresh and frozen meals to almost 300 older adults every other week.

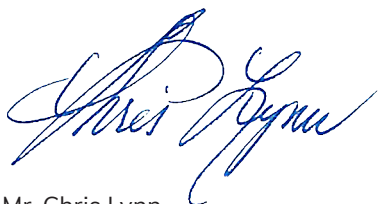
This is the work we did and continue to do – but YOU are the how. Through the generosity of new supporters, loyal donors, and increased flexibility and financial support from our funding partners, we were able to be resilient and meet the needs of those we serve.

Our new model has positioned us for growth, and we expect to continue delivering our services in a “hybrid” manner. We look forward to welcoming guests back to our onsite day programs later this year and are experiencing an increased demand for our in-home services.

Your support is what makes this imaginable and allows us to think broader, dream bigger and challenge ourselves to do better every day.

Thank you for all you made possible in 2020 and all that we're hoping for in 2021.

With gratitude,



Mr. Chris Lynn
President & CEO

Resilient

Like many nonprofits, our world was turned upside down when COVID-19 hit in March of 2020. A key piece of our services has always been face-to-face interaction with our clients and their families, and COVID-19 left us wondering how we would continue to do what we do.

We knew that older adults would be hit the hardest by COVID-19. In addition to the physical dangers of contracting the virus, many older adults in our community have struggled with issues like loneliness



and food insecurity, and their caregivers have struggled with burnout.

Because our services were needed more in 2020 than ever, we didn't stop serving. Instead, we quickly adapted, reimagining

many of our services to be virtual or socially distanced. We moved adult day activities to Zoom and leveraged our day center kitchens and staff to cook and deliver meals to older adults unable to leave their homes. At a time when so many organizations were challenged by the new normal,

we were
resilient.

We have helped our clients and their families be resilient as well. Our new food assistance program, adult day without walls, and other COVID-safe in-home programs have helped older adults and their caregivers across our community combat food insecurity, isolation, and caregiver burnout.

We hold hope that 2021 will bring a return to normalcy and to our regular services, but meanwhile, we are grateful to be able to serve our community during this challenging time.





Addressing
Food Insecurity/
Household Needs

290 unique clients
32,000 meals delivered
15,664 rolls of toilet paper delivered



Reducing
Isolation

376 virtual activities hosted
282 total hours of zoom calls
965 clients receiving reassurance calls



Providing
Caregiver
Support

1,000 hours of in-home respite
3,700 activity packets delivered
150 unique clients



Keeping Older
Adults Healthy
At Home

2,562 hours of housekeeping and chores
services provided
62 truck loads of clutter removed
509 unique clients

“Wow! Thank you for the help - food and support this year. Your care and concerns really made a difference to me. What a year! Thank you to everyone at the Seniors’ Resource Center who helped me make it through this year through phone calls, household help, food & assistance in so many ways. My gracious, such generosity. Most of all, thanks for caring. It has made a huge difference.”

Love,
Colleen A.

2020 Donors, Sponsors and Community Partners

+ Denotes SRC 2020 Board Member * Denotes SRC 2020 Employee

We are grateful for and excited to acknowledge the 389 new donors who generously donated and made it possible for SRC to provide the vital life-saving services delivered to older adults, their families and their caregivers to help them not only survive but thrive last year.

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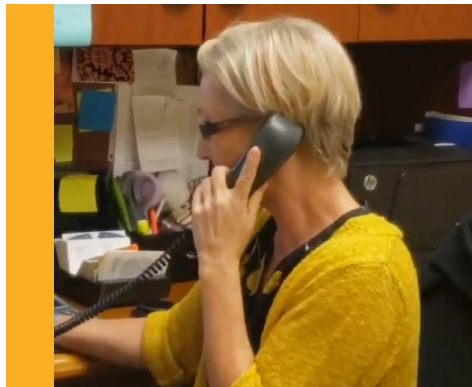
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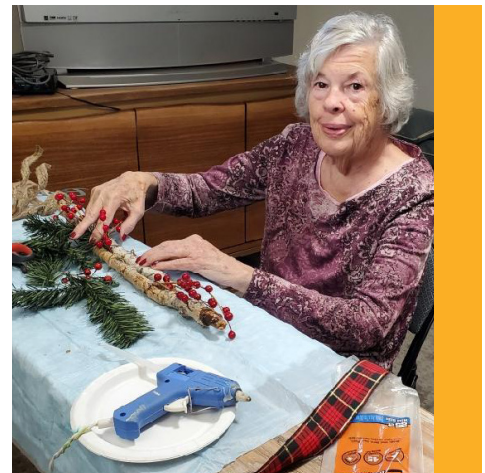
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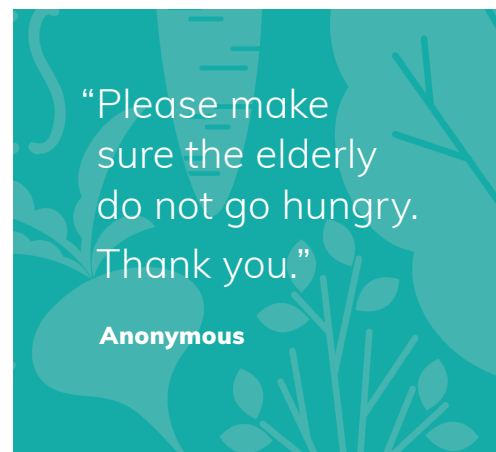
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Our funding partners were uniquely positioned to help us address the economic realities brought on by COVID-19 that threatened the survival of organizations everywhere. Private givers were powerfully proactive, nimble and flexible in their approach providing - sometimes unsolicited - unrestricted funding allowing us to meet the needs that continued to arise during the pandemic.

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