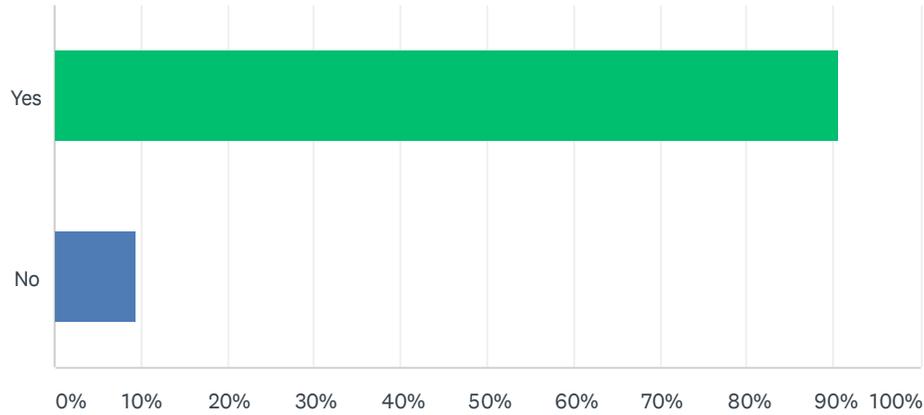


Q1 Has your organization lost revenues that were budgeted for 2020 because of the COVID-19 pandemic (including fees, donations, cost share)?

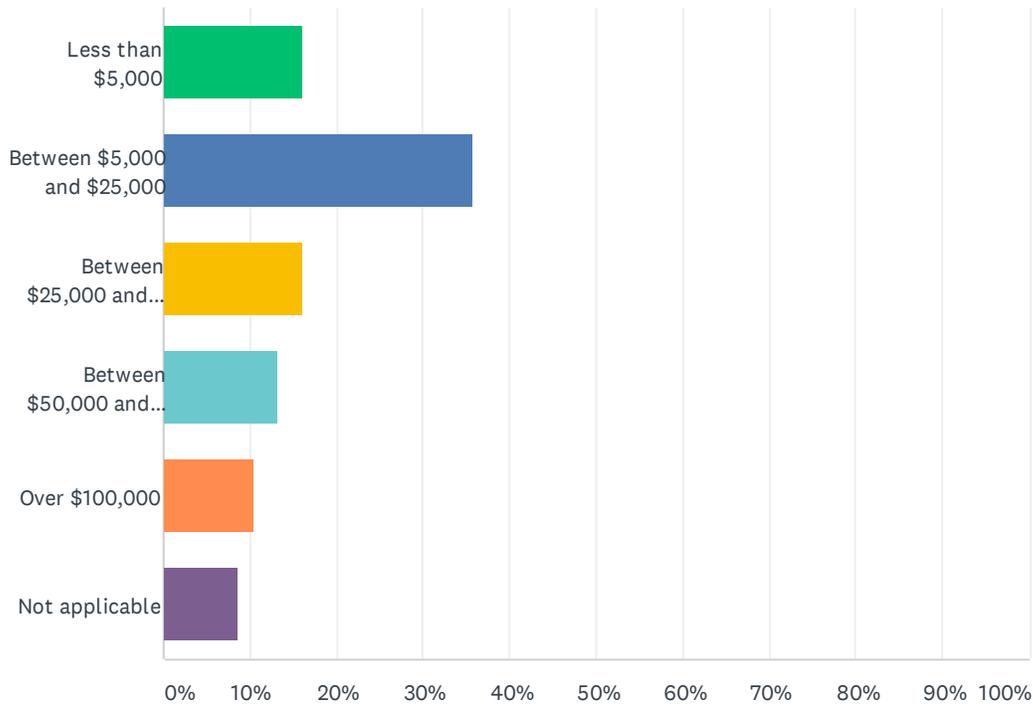
Answered: 107 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	90.65%	97
No	9.35%	10
TOTAL		107

Q2 If so, please estimate the amount of the loss during the first two months of the pandemic:

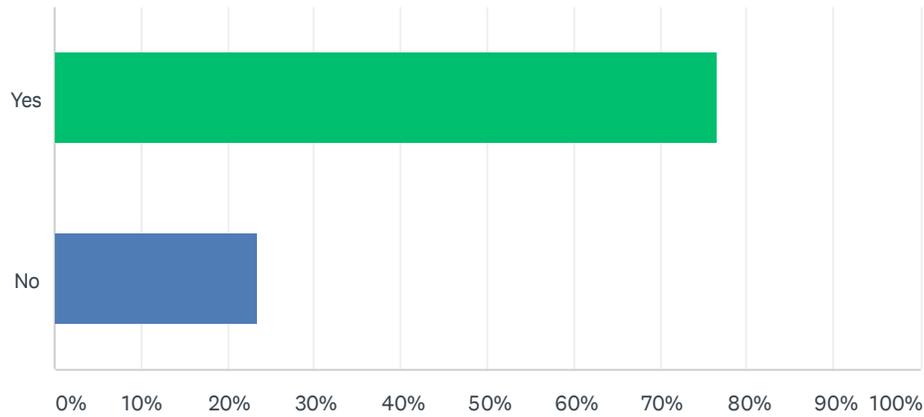
Answered: 106 Skipped: 2



ANSWER CHOICES	RESPONSES	
Less than \$5,000	16.04%	17
Between \$5,000 and \$25,000	35.85%	38
Between \$25,000 and \$50,000	16.04%	17
Between \$50,000 and \$100,000	13.21%	14
Over \$100,000	10.38%	11
Not applicable	8.49%	9
TOTAL		106

Q3 Has your organization seen an increase in requests for information or services among your major programs due to the COVID-19 pandemic (including calls, enrollments, web site visits, social media)?

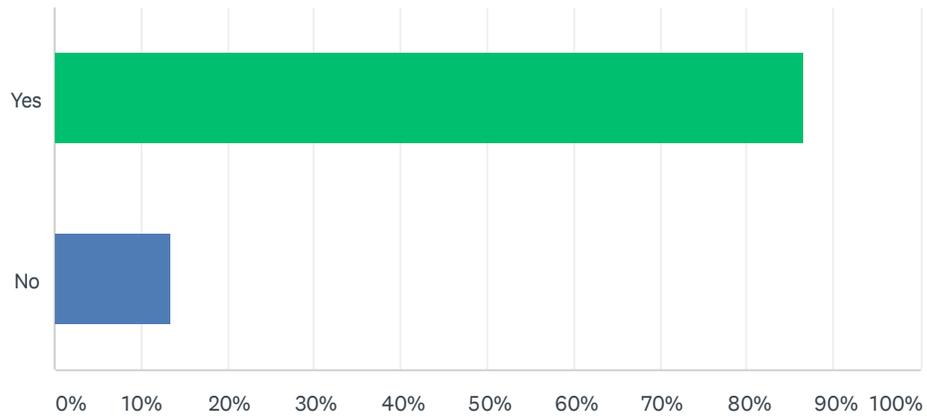
Answered: 107 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	76.64%	82
No	23.36%	25
TOTAL		107

Q4 Has your organization experienced an increase in the cost of operations due to the pandemic?

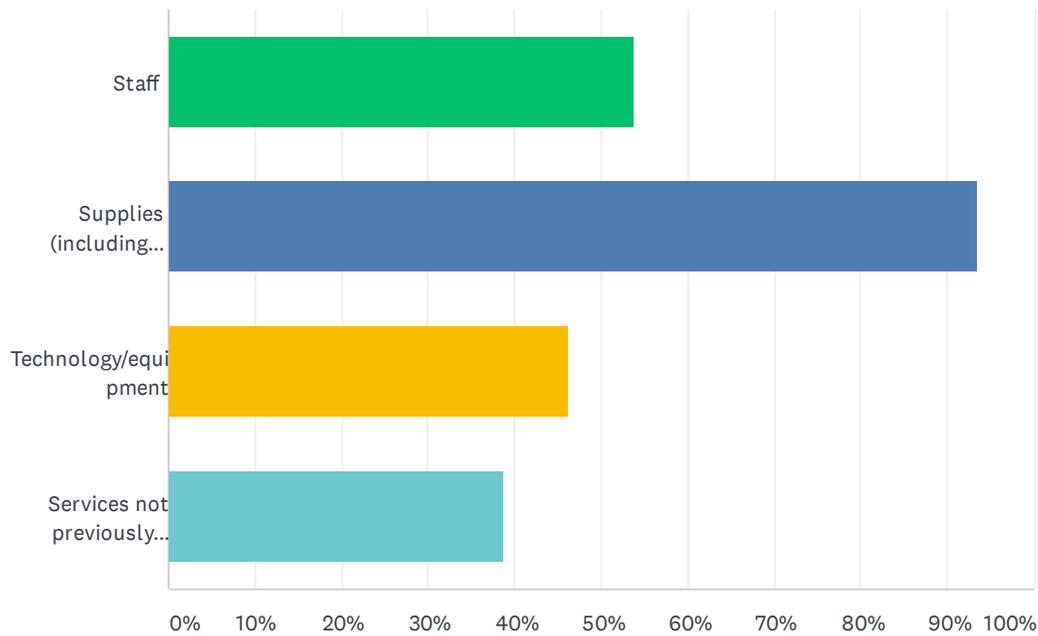
Answered: 105 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	86.67%	91
No	13.33%	14
TOTAL		105

Q5 If so, please indicate if there have been increases in operational costs in any of the following budget line items (check any that apply):

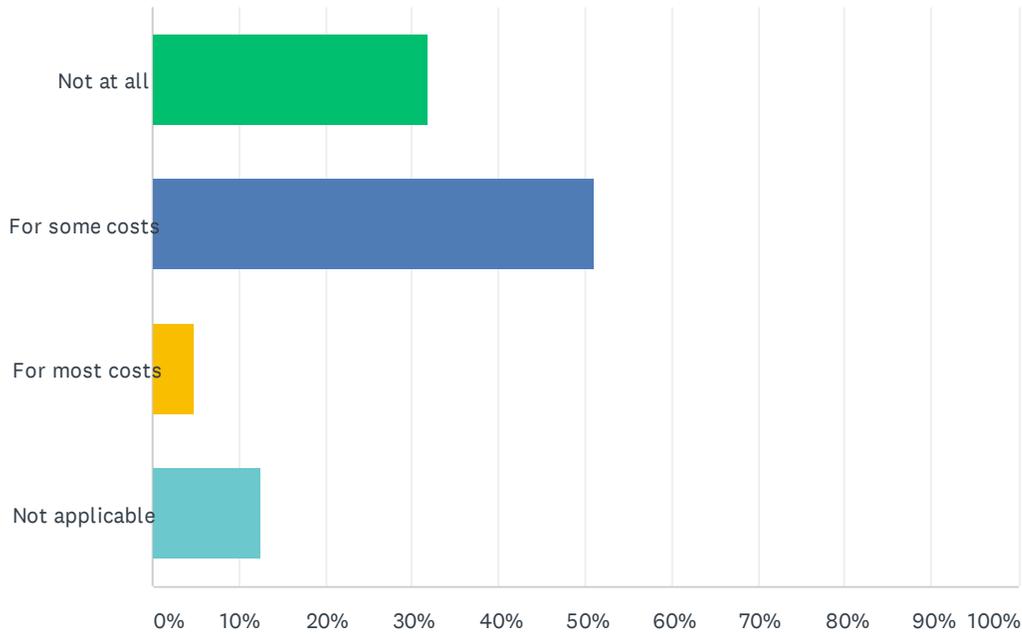
Answered: 93 Skipped: 15



ANSWER CHOICES	RESPONSES	
Staff	53.76%	50
Supplies (including personal protective equipment)	93.55%	87
Technology/equipment	46.24%	43
Services not previously provided	38.71%	36
Total Respondents: 93		

Q6 If you have had increased costs for service unit production or delivery, have you received increased reimbursement or pay in recognition of your higher cost?

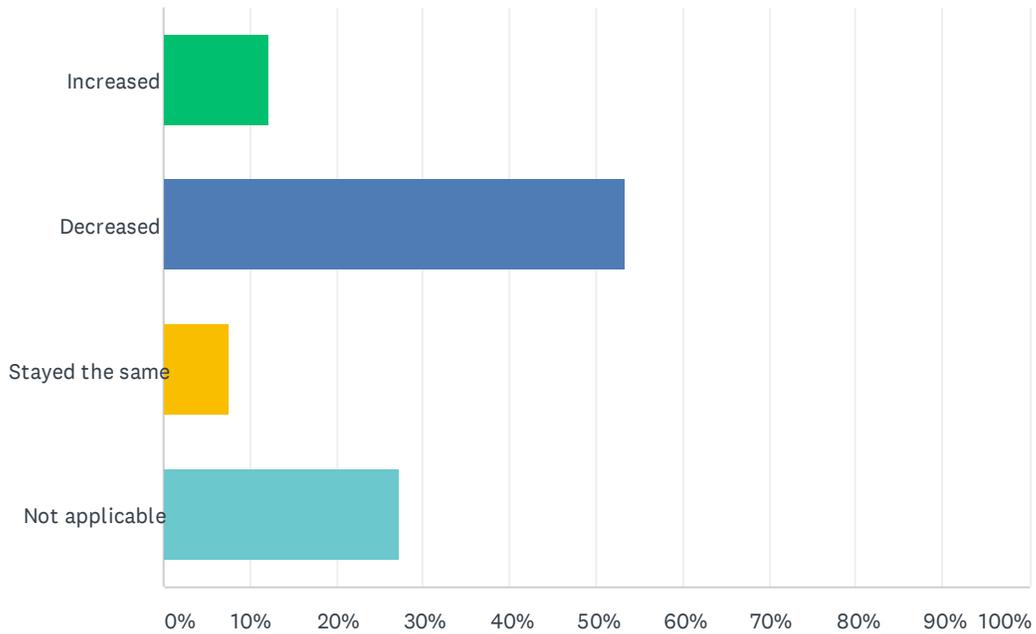
Answered: 104 Skipped: 4



ANSWER CHOICES	RESPONSES
Not at all	31.73% 33
For some costs	50.96% 53
For most costs	4.81% 5
Not applicable	12.50% 13
TOTAL	104

Q7 Has your organization’s overall use of volunteers changed in either of the following ways since the beginning of the COVID-19 pandemic:

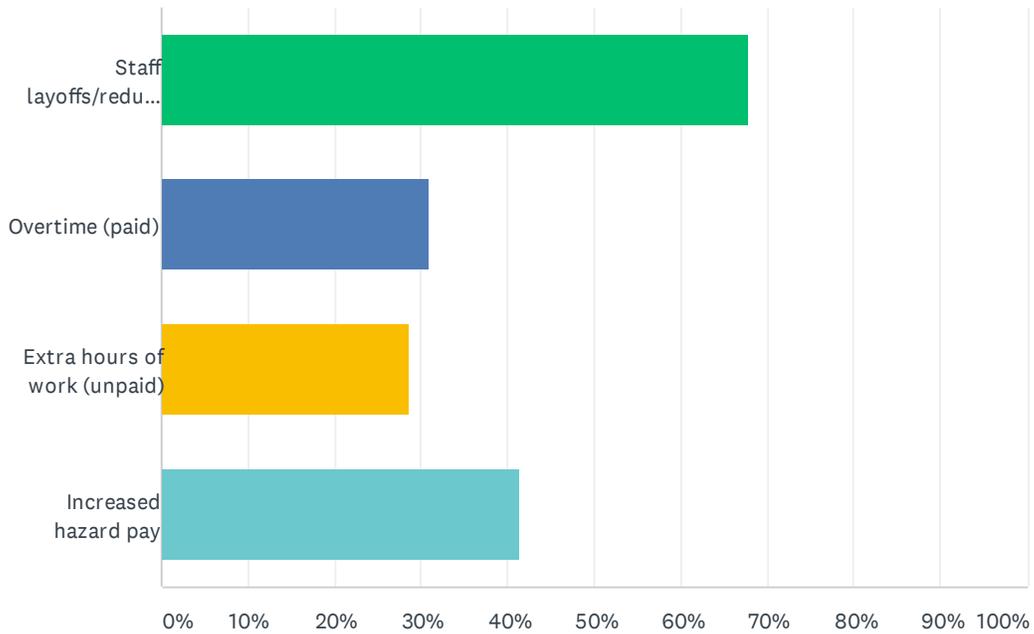
Answered: 107 Skipped: 1



ANSWER CHOICES	RESPONSES	
Increased	12.15%	13
Decreased	53.27%	57
Stayed the same	7.48%	8
Not applicable	27.10%	29
TOTAL		107

Q8 Has your organization experienced any of the following demands or hardships in the first two months of the pandemic:

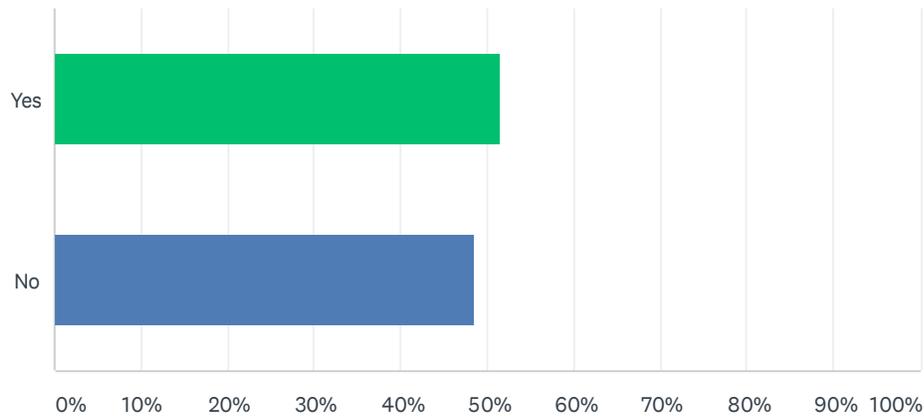
Answered: 87 Skipped: 21



ANSWER CHOICES	RESPONSES
Staff layoffs/reductions	67.82% 59
Overtime (paid)	31.03% 27
Extra hours of work (unpaid)	28.74% 25
Increased hazard pay	41.38% 36
Total Respondents: 87	

Q9 Have the Quarantine Food Boxes ('Q-boxes' the 25 lb. boxes that contain shelf stable packaged food for 22 meals) made available through the Michigan Department of Health and Human Services COVID-19 web site/Aging and Adult Services Agency filled a gap in senior nutrition needs in your service area?

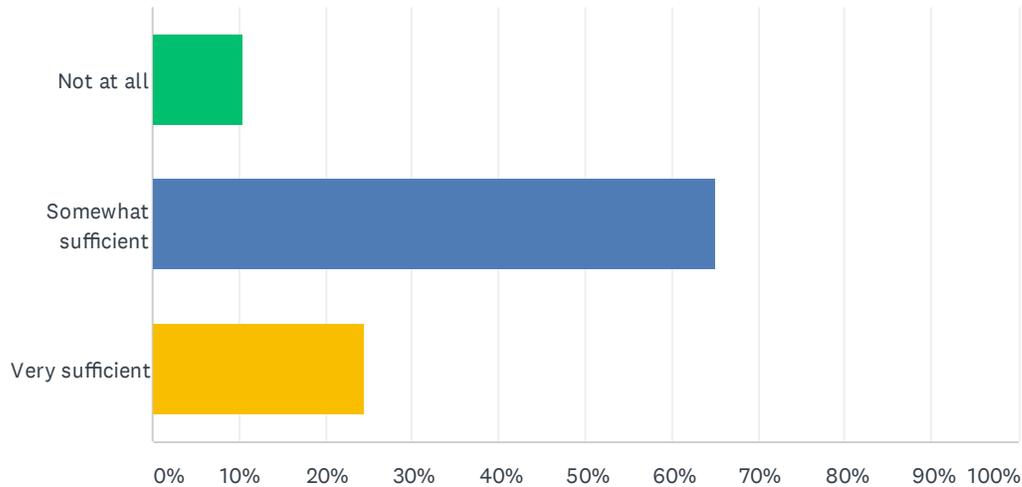
Answered: 99 Skipped: 9



ANSWER CHOICES	RESPONSES	
Yes	51.52%	51
No	48.48%	48
TOTAL		99

Q10 Has the communication you have received from across the network been sufficient to enable you to efficiently meet the needs of the seniors in your area?

Answered: 106 Skipped: 2



ANSWER CHOICES	RESPONSES	
Not at all	10.38%	11
Somewhat sufficient	65.09%	69
Very sufficient	24.53%	26
TOTAL		106

Q11 What was the most significant, new or unexpected impact the COVID-19 pandemic has had on the senior population in your service area?

Answered: 94 Skipped: 14

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#	RESPONSES	DATE
1	- Significant increase in need for home delivered meals. - No longer being able to accept visitors to our office - Staff working remotely - Because most providers in AASA pool elected to close for safety, we were forced to find alternative providers. - Seniors have had to acclimate themselves to receive in-home services from new providers. - Seniors are reporting increased social isolation. - Significant increase in unmet needs requests for groceries, household supplies, etc. - Fear of medical intervention (older adults won't go to their doctor for fear of exposure) - Lack of available PPE. - We've accommodated weekly wellness checks with each of our participants.	5/18/2020 4:51 PM
2	food insecurity and social isolation	5/18/2020 3:33 PM
3	The reduction of in-home supports.	5/18/2020 3:09 PM
4	Loneliness and anxiety from uncertainty	5/18/2020 11:20 AM
5	increase in meals delivery	5/18/2020 10:31 AM
6	An increase in Senior's being depressed/lonely/isolated and very fearful. With the pandemic they may have decreased or services put on hold if considered non-essential. Our Adult Day Program participants and caregivers have felt a big loss. We have continued to touch base and deliver goodies, but they are very anxious to get back to "club" with their friends!	5/18/2020 10:16 AM
7	We've always known we have a lack of space in the kitchen, but it became a barrier when we started trying to look at reduced delivery because we didn't have the freezer storage necessary.	5/18/2020 8:41 AM
8	Uncertainty. Unanswered questions, worry and confusion. I have seen an increase in deaths, dementia and mental and physical decline in some of our seniors.	5/16/2020 10:59 AM
9	Closing our organization affected the comradery of our members because they are not able to meet in person. Socializing is a critical component of our center and not being there is a real struggle for many of our members.	5/15/2020 6:56 PM
10	Increased social isolation.	5/15/2020 4:39 PM
11	Seniors have lost vital connections and cannot rely on the support systems they are used to. This has made it hard for them to get their needs met and/or to remain home in order to keep themselves safe. Since our staff cannot do home visits right now, they report the seniors are getting more and more lonely due to the increased isolation.	5/15/2020 3:54 PM
12	Staffing this is very difficult with low wages.	5/15/2020 3:30 PM
13	For our agency it has been the reduced contact with seniors. We are still providing meals and calling seniors on a daily basis as well as providing a level of medical transportation but seniors are now more isolated than they have been in the past.	5/15/2020 3:09 PM
14	closure of senior centers - social isolation cancellation of In-Home services and the layoff of aides	5/15/2020 1:47 PM
15	Keeping clients and caregivers safe!	5/15/2020 1:18 PM
16	Making sure that senior had food and needed medicine they need. The stay at home order impacted seniors living alone with little resources concerned and anxious.	5/15/2020 12:43 PM
17	Shut down of Adult Day Service, seniors lack of socialization.	5/15/2020 12:40 PM
18	Loneliness	5/15/2020 12:25 PM
19	Increase in food/nutrition scarcity with a commensurate increase in meals on wheels.	5/15/2020 11:38 AM
20	The most significant impact that we have heard about from our participants is isolation. Our participants at our day center are used to seeing their friends multiple times a week. Our staff reaches out to each of them a couple times a week through phone calls. Each of them have indicated that the isolation has been very difficult.	5/15/2020 11:33 AM
21	Impact to their mental and behavioral health. Being on lock down is heavily impacting seniors, affecting their access to care and even a companion.	5/15/2020 11:06 AM
22	Socialization, family support, lack of access to food, lack of knowledge of computers and phones to allow them to attend zoom meetings, and telemed appointments.	5/15/2020 9:49 AM

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23	Hiring Caregiver is a big challenges and finding PPE .	5/15/2020 9:45 AM
24	not being able to provide services needed	5/15/2020 9:28 AM
25	Many seniors cancelled services out of fear of a caregiver increasing their risks of contracting covid.	5/15/2020 9:13 AM
26	The lack of available PPE	5/15/2020 9:00 AM
27	Most seniors are afraid of being infected by their caregivers	5/15/2020 8:51 AM
28	Client not wanting services because they are afraid to let anyone in their home. Direct care workers quitting or taking time off because they are afraid of exposure	5/15/2020 8:51 AM
29	Competing with UIA as it relates to staff returning.	5/15/2020 8:37 AM
30	Seniors have been afraid to have the care they have needed and often turn away caregivers due to their fear of catching COVID-19	5/15/2020 8:36 AM
31	public senior services and Medicaid waiver programs stopped taking new admissions. resulting in at-risk seniors not having access to needed services	5/15/2020 12:42 AM
32	Need for PPE for Seniors. Also Senior Organizations are closed so they have no home services other then meals on wheels.	5/14/2020 5:30 PM
33	Isolation is number 1. Access to basic services such as groceries, doctor's appointments, and prescriptions is a close second.	5/14/2020 4:25 PM
34	many who were not homebound prior to the pandemic are now home bound.	5/14/2020 4:12 PM
35	Social isolation; seniors without family/friends for errands and socialization.	5/14/2020 4:10 PM
36	Inability to access services due to lack of technological skills or devices	5/14/2020 4:09 PM
37	The lack of a clear plan from CDC and HHS. We received over 180 clarifications memos and executive orders in less than 2 months often with changes 48 hours after demand for immediate implementation. Also, we were not allowed to test early for covid 19 because our residents were not in contact with someone from China or Europe per CDC guidelines. It was also unexpected that seniors in skilled care were given such a low priority for almost the 1st month of the pandemic. The impact on this was devastating to long term care.	5/14/2020 2:51 PM
38	Besides the increase request for service, which we expected, the growing realization of the number of older adults who have no one to assist them in a crisis. No family or relatives who check on them on a regular basis. Granted, these are not our regular HDM participants because they do not meet the regular qualifications, but are receiving services now because of the pandemic.	5/14/2020 2:49 PM
39	Social isolation is always a challenge with this population but it has gotten much more challenging.	5/14/2020 2:11 PM
40	Fear!	5/14/2020 1:44 PM
41	seniors are shut in their homes and disconnected from their normal support network.	5/14/2020 1:29 PM
42	We have a significant larger number of seniors that are homebound, because the cannot risk being in public (ex. going to the grocery store). A large number of seniors are also without their support system now, as children/grandchildren are trying to stay away. These seniors are then looking for other resources to help.	5/14/2020 12:53 PM
43	Congregate has been completely decimated. This has also affected home bound delivery	5/14/2020 12:30 PM
44	Isolation	5/14/2020 12:24 PM
45	Isolation	5/14/2020 12:10 PM
46	We are very concerned about the loneliness and isolation this is creating. When seniors come to our drive through food mobiles they are so happy to see someone and chat even through masks and 6 ft away. Also the loss of our fitness programs - the center is closed - has also affected their health. We are not offering Zoom classes for wellness but not everyone has access or knowledge to access these classes - especially the elderly.	5/14/2020 11:07 AM
47	The most significant was the inability to have educational presentations in person and meet	5/14/2020 10:59 AM

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with clients. It has exposed the lack of internet services and technology that could be assisting some older adults.

48	Fear. Seniors not accessing needed supports.	5/14/2020 10:43 AM
49	The closure of the Adult Day Care Program has left caregivers with no respite option and the participants isolated.	5/14/2020 10:34 AM
50	What little socialization they had was zeroed out and then to have maybe a new caregiver because the original one was not available.	5/14/2020 10:30 AM
51	grocery and doctor appointment	5/14/2020 10:20 AM
52	Increased needs for seniors that wouldn't normally request services.	5/14/2020 10:06 AM
53	Increased anxiety due to isolation, reduced exercise activities or participation in online resources	5/14/2020 10:01 AM
54	Until Covid-19 the major role of the senior centers was to get seniors out of their houses to improve their health and well-being. Now our major role is to help them stay home and make sure their needs are met.	5/14/2020 9:58 AM
55	High demand for Meals on Wheels, and also senior services for isolated seniors. We lost 75% of our volunteers. The gap had to be filled with the limited staff we have remaining.	5/14/2020 9:51 AM
56	(2) Facility closures of Adult Day Service programs servicing adults with memory loss and special needs.	5/14/2020 9:35 AM
57	Need to feed and check on seniors in our rural population through Meals on Wheels and wellness phone calls.	5/14/2020 9:18 AM
58	They are not wanting to leave their homes so we have seen an increase in HDM clients	5/14/2020 9:03 AM
59	Loneliness	5/14/2020 8:15 AM
60	Cost of food and availability of food and healthcare	5/13/2020 8:54 PM
61	Many of our clients have needed much more support, including increased wellness checks due to being isolated, household items, toiletries, and more food.	5/13/2020 8:32 PM
62	Those with dementia worsening in symptoms.	5/13/2020 8:27 PM
63	The most significant impact has been the social isolation - no physical touch, very little face-to-face and the emotional stress of assimilating the unrelenting and constantly changing rhetoric surrounding the pandemic.	5/13/2020 7:56 PM
64	Grocery delivery needed. Quarantine boxes did not make it to western rural Washtenaw county.	5/13/2020 6:17 PM
65	Fear and uncertainty has been the biggest impact. Our number of volunteers for our senior lunch program quickly dropped from 20 to 3, due to concern about being exposed to or possibly unwittingly spreading the virus. Our requests for home-delivered meals increased, because our seniors are understandably afraid to go to the stores.	5/13/2020 5:06 PM
66	Reduced access to routine and essential medical care, along with increased isolation, stress, anxiety & depression. An additional issue faced by those who lost a loved one to COVID-19, was the inability to say goodbye and grieve in typical ways with support, ceremony, etc.	5/13/2020 5:04 PM
67	Food insecurity and isolation issues	5/13/2020 4:54 PM
68	The inability for seniors to get legal documents prepared and signed, where they are not adapted to technological solutions.	5/13/2020 3:26 PM
69	Social isolation and our "costs" didn't go up even though within MOW expenses they were higher due to the many people that we had to lay off due to Covid - so question above is tricky to answer.	5/13/2020 3:12 PM
70	Access to transportation. Rides to doctors out of our county are non-existent right now.	5/13/2020 2:59 PM
71	Extreme social isolation and fear. Increase food insecurity. Identification of lack of access to technology and the internet.	5/13/2020 1:50 PM
72	The increase in awareness of our meals on wheels program and of its importance to home-	5/13/2020 12:29 PM

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bound seniors and their families. Child after child has thanked us for helping their parent(s) at a time when they can't.

73	We are unable to admit new residents. We have 3 empty beds and are having to turn people away due to covid19	5/13/2020 12:14 PM
74	The impact of social isolation, food insecurity, boredom, fear, stress and anxiety. Plus frustration with not receiving respite from caregivers	5/13/2020 11:53 AM
75	Because of the pandemic, office hours were reduced, so we weren't answering phones during all normal times. Seniors were frustrated and confused as a result.	5/13/2020 11:47 AM
76	Our programs are designed to meet with individuals face to face, or in group settings. Both of those have been suspended for now.	5/13/2020 11:27 AM
77	Seniors feeling vulnerable and fearful to continue having in home supports when they need it the most due to fears from the media. The media is the main form of information they have access to.	5/13/2020 11:10 AM
78	Good amount of Clients suspended and/or Canceled their Services. Caregiver shortage more than ever. Paying caregivers more (bonus pay)	5/13/2020 11:00 AM
79	They are very isolated	5/13/2020 10:59 AM
80	The isolation that our seniors experience, which has led to increase need for food.	5/13/2020 10:59 AM
81	Keeping our residents safe has been the most important impact on our residents Trying to get and support the needs due to not being able to go out to outside activities that would have normally been offered to them	5/13/2020 10:59 AM
82	Not being able to go out or and get the core supplies we need. Disinfectants mainly.	5/13/2020 10:42 AM
83	Fear, not wanting to go out. Isolation is another big barrier.	5/13/2020 10:41 AM
84	The cost of food and inability to purchase basic PPE.	5/13/2020 10:26 AM
85	FEAR people doing with out help in fear.	5/13/2020 10:26 AM
86	Seniors depend upon the contact they receive from our staff and others. With the shutdown they are not seeing them or in some cases other seniors at meals sites. This has increased depression among our clients.	5/13/2020 10:20 AM
87	It left many seniors unable to grocery shop due to being part of the vulnerable population making it difficult for them to secure food.	5/13/2020 10:18 AM
88	We have experienced an increase in the amount of people needing/wanting meals because they cannot get out. This has made it challenging to not overload our routes and the amount of time we have to pay staff.	5/13/2020 10:12 AM
89	Need for food assistance, social isolation resulting in more comfort care calls	5/13/2020 10:11 AM
90	People are so scared to leave their homes, making it difficult to access treatment and purchase food.	5/13/2020 10:10 AM
91	Isolation, family members telling us they are going to step in and help but don't	5/13/2020 10:04 AM
92	Social isolation, limited services due to fear of infection, delays in medical treatments.	5/13/2020 9:59 AM
93	Decline from being in their rooms so much	5/13/2020 9:57 AM
94	We have started 667 new seniors on home delivered meals since the pandemic started. The advertisement of free meals by the state was very traumatic to the organization.	5/13/2020 9:45 AM

Q12 Please describe how your organization was able to respond and address the pandemic-related needs?

Answered: 94 Skipped: 14

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#	RESPONSES	DATE
1	- Through our work with new and existing community partners we've been able to respond in a timely fashion to meet the needs of older adults in our service area. - We've had to make concerted efforts to make sure the public knows we are still open and providing services, even though they cannot physically come to our office. - We have maintained consistent communication internally and with our participants and providers. - Our ability to make quick programmatic adjustments, introduce ourselves to new groups within our communities, and willingness to offer new/different programming.	5/18/2020 4:51 PM
2	setting up a phone reassurance program and food deliveries	5/18/2020 3:33 PM
3	Created and implemented a community wide volunteer shopping program to keep the vulnerables in their homes. Project Sunshine where we asked for pictures/cards/drawings from the public for us to redistribute to the truly isolated seniors across our county.	5/18/2020 3:09 PM
4	Constantly following and implementing local Health Agency and CDC guidelines	5/18/2020 11:20 AM
5	we add more delivery people	5/18/2020 10:31 AM
6	Our staff is wonderful and very flexible! They have been providing services in this new environment, following strict CDC precautions and helping folks in many different ways. Our agency has continued to pay our Home Care Specialists their full wages even though they have a decrease of about 50%. We have also provided gift cards and they will also be provided a nice bonus through the Waiver funds along with a \$2/hr increase.	5/18/2020 10:16 AM
7	Worked closely with the County EOC and received PPE supplies from them. Fundraising and grant writing was completed because we didn't haven't seen any additional dollars and have no idea the amount we will be getting.	5/18/2020 8:41 AM
8	Mostly all we can do is be there for them. We handle numerous calls everyday reassuring them we can get through this. Sometimes I give out resources, but mostly they just need someone to talk to. We have been trying to be there as much as we can for our seniors without risking their lives. We will do whatever we can to help, be it MOW, telephone reassurance, MMAP or just assistance or emotional support.	5/16/2020 10:59 AM
9	We are staying in a contact with our seniors regularly. Also our decisions to move forward will depend on the governor plan and how the school is going to open.	5/15/2020 6:56 PM
10	Increased "friendly reassurance calls", continued and expanded provision of home delivered meals, continued emergent high priority needs for medical transportation.	5/15/2020 4:39 PM
11	We have adapted our outreach program by working with the seniors more over the phone. We are making more frequent check-in calls to current and former customers. We do contactless transfer of paperwork when necessary and are running errands for seniors so they can remain home. When we had to stop providing congregate meals we enrolled those customers who were interested into home delivered meals instead. Because our population is Spanish-speaking and has additional barriers to communication, we created a monthly newsletter in English and Spanish to make sure our seniors have access to current, critical, and factual information.	5/15/2020 3:54 PM
12	I had to borrow money from my savings	5/15/2020 3:30 PM
13	We are working in shifts and remotely. Also, we are working with other departments such as EMS to acquire the necessary protective equipment to reduce exposure. We are providing a way for seniors in our Home Maker Aide program to still get the needed supplies or groceries they need at a time when they are having a difficult time getting out and about.	5/15/2020 3:09 PM
14	followed our emergency protocols to deliver services and respond to senior needs	5/15/2020 1:47 PM
15	Adapting very quickly things change on a regular and our company has been dealing with change as it has come.	5/15/2020 1:18 PM
16	We call over 450 seniors weekly and try to address their needs based on situation. Whether it is providing numbers and locations to meet needs or coordinating organizations with senior.	5/15/2020 12:43 PM
17	Well Check Calls	5/15/2020 12:40 PM
18	We continued to serve carry out meals and have conducted regular sunshine calls, plus we have increased our newsletter mailings to every two weeks. (Senior Center)	5/15/2020 12:25 PM

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19	Keeping on kitchen employees and re-purposing part-time employees to assist in meals on wheels deliveries.	5/15/2020 11:38 AM
20	We continued to provide Meals on Wheels and had a 25% increase in the number of older adults who received meals.	5/15/2020 11:36 AM
21	We have continued to provide home care to those that were deemed by case managers as medically necessary. We call each of our participants a couple times a week to check in on them and see if their needs are being met. We provide activities on our Facebook page daily to help keep our participants engaged while they are home. We are working on setting up some virtual activities if possible so that our participants can see each other from the safety of their homes and participate in an activity together. We are hoping to begin this in the next week or so.	5/15/2020 11:33 AM
22	Our staff worked with clients to better understand what was going on, how to properly protect their self, and assisted them with attending dr visits via the web.	5/15/2020 9:49 AM
23	We worked very hard to get all things in place also for PPE we received some from TCOA which helps a lot.	5/15/2020 9:45 AM
24	getting assistance for PPE	5/15/2020 9:28 AM
25	We respected every individuals right to protect themselves and cancel/reduce hours as the client wanted. We immediately trained our caregivers about best practices and PPE and provided additional protection for them (more gloves, cloth masks and hand sanitizer). We also connected with all of our clients to make sure they knew how to protect themselves.	5/15/2020 9:13 AM
26	We have partnered with several outside resources, like Healthcare Coalitions, to help procure PPE.	5/15/2020 9:00 AM
27	We provided PPE and made sure all caregiver met the stipulated conditions for a non-infected person	5/15/2020 8:51 AM
28	We gave bonuses to direct care workers working over 30 hours a week	5/15/2020 8:51 AM
29	Utilize technology to stay connected with staff & residents.	5/15/2020 8:37 AM
30	We have been patient and respectful of their wishes while explaining the precautions we are taking to ensure their safety	5/15/2020 8:36 AM
31	team meetings switched to web based ones to enhance staff communications, increased PPE for all staff	5/15/2020 12:42 AM
32	We continue to provide services and try to fill the gap left by services not being provided.	5/14/2020 5:30 PM
33	The staff has rolled up its sleeves and taken over the Meals on Wheels program from the team of volunteers. We also work diligently to provide other resources - primarily web-based.	5/14/2020 4:25 PM
34	Provided increased meals to those previously on our meal program and are also providing meals to older adults who were not previously on our meal program.	5/14/2020 4:12 PM
35	Daily wellness calls to help with social isolation; delivery of essential items (toilet paper, laundry soap, pet supplies)	5/14/2020 4:10 PM
36	tele-health & zoom group meetings	5/14/2020 4:09 PM
37	We made certain hour single parents had access to child care by providing free childcare onsite. We created a specific isolation area in the 2nd week of March. We had multiple staff finding creative paths for PPE. We asked for and received sanitizing Wipes and other infection control products through donations. We effectively converted our 217 resident facility into 8 small facilities each with committed staff. We assigned specific people in each area to assist with feeding activities and communication with families. We created a special process for families when their loved ones were passing, Which included 4PPE during their visit as well as screening.	5/14/2020 2:51 PM
38	We have been able to provide food to anyone who has called and requested service. The Q-boxes have been a huge food insecurity relief to those who do not wish to participate in the HDM program.	5/14/2020 2:49 PM
39	Instituted a phone assurance program, continue to be able to provide care consultations, offer	5/14/2020 2:11 PM

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health lectures and exercise classes virtually, and began a new weekly e-newsletter filled with valuable community resources.

40	Delivering emergency food to homes, meeting basic needs through CARES funding, continuous service of transportation, food, and homecare programs.	5/14/2020 1:44 PM
41	served a communication link between government regulatory agencies and home care providers.	5/14/2020 1:29 PM
42	We have increased our meals on wheels production. We have also started telephone reassurance calls, a shop for a senior program, and have increased our social media presence in trying to reach more of the senior population.	5/14/2020 12:53 PM
43	Reassurance phone calls were essential! Food and extra meals were essential and delivered. Staff were dedicated to make sure seniors had meals and personal care.	5/14/2020 12:50 PM
44	We have been able to (so far) accommodate the huge number of seniors looking to come on the program.	5/14/2020 12:30 PM
45	PPE procurement. Food distribution	5/14/2020 12:24 PM
46	We are offering online Zoom classes - fitness, music, social. We have drive through food mobiles with the help of Gleaners and Meals on Wheels. We are mailing or dropping off homemade masks to our members that other senior center members have made. We are still loaning medical equipment from our loan closet by disinfecting it, leave outside our main senior center door with the person's name on it. We are doing weekly robo calls with updates on the center's status, food mobile hours and just reminding our members we are still there for them.	5/14/2020 11:07 AM
47	We have changed our focus to remote learning experiences but, have had to secure additional funds to purchase equipment for remote work as well as adjusting some budgets to include remote software that was not essential to our services previously. We also have to create online presentations, showing the lack of training many non-profit professionals have in regard to technology.	5/14/2020 10:59 AM
48	Daily planning and communication. Used existing emergency plans and modified for COVID-19.	5/14/2020 10:43 AM
49	We were able to shift our AAA1b grant monies from congregate meals to provide grab & go meals, we were able to add COVID-19 recipients to home delivered whose eligibility changed due to shut down guidelines. we increased Telephone contact/reassurance/resource support to replace in person classes, support groups/resource appointments usually done face to face in groups or 1-1. we have begun our on-line classes/groups and support group networks. We have provide grocery & emergency supply support.	5/14/2020 10:34 AM
50	We have spoke daily to clients to reassure them that were here for them and paying closer attention to mental status of clients.	5/14/2020 10:30 AM
51	Gleaners has been helpful with food boxes and local sheriff's department has been helping with delivery	5/14/2020 10:20 AM
52	We were able to respond however, we pulled staff from normal job functions to respond to Covid related needs.	5/14/2020 10:06 AM
53	Weekly online check-ins, moving some programming online, increasing online interaction/ social media	5/14/2020 10:01 AM
54	Because we needed to shut down all activities, I was able to work alone from the office. We were able to switch from congregate meals to frozen meals. The frozen meals are distributed one day a week with fewer volunteers. This limits contact among our clients. We are also able to provide self stable boxes of 6 meals every couple of weeks. We have also (with the help of UM med students) began making friendly calls to all of our seniors. Technology has been a major problem with some of our seniors. I am working with EMU students to have phone assistance with tech problems with seniors that need it. We also video classes are in the works.	5/14/2020 9:58 AM
55	All of our staff that has remained working is assisting with Meals on Wheels.	5/14/2020 9:51 AM
56	Currently we CANNOT service those needs. Those services where supported through various agencies and private pay arrangements. Additionally, the loss of this revenue threatens the organizations ability to support its infrastructure much longer.	5/14/2020 9:35 AM
57	We immediately recruited new volunteers for Meals on Wheels and ordered supplies and	5/14/2020 9:18 AM

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emergency meals for our homebound population. This required a lot of sanitizing supplies on our part for staff and volunteers.

58	We are partnering with other agencies to get what we need.	5/14/2020 9:03 AM
59	We have been making weekly telephone calls to vulnerable individuals to make sure they are ok and that someone is looking out for them.	5/14/2020 8:15 AM
60	We made sure we had plenty of food and medicine for them and also we spent triple the normal for craft projects and entertainment to keep them occupied	5/13/2020 8:54 PM
61	We were able to work with community partners and our County to get folks set up with Mom's Meals once we reached our own capacity. We also received donations and grant funding to purchase emergency meals, household items and toiletries for our clients. We've had to increase staff time in order to accommodate all of the increased needs from our current clients and additional cleaning/sanitizing required to keep our volunteers, clients and staff as safe and healthy as possible.	5/13/2020 8:32 PM
62	Providing virtual programming for individuals with dementia	5/13/2020 8:27 PM
63	We supply Meals on Wheels, Pantry on Wheels, Friendly caller program, shopping and delivery service, Transportation to essential destinations. We were also able to expand our service area to help neighboring service providers with insufficient resources to meet the emerging needs.	5/13/2020 7:56 PM
64	Provided information about grocery curbside pick up options. Added people to home delivered meals.	5/13/2020 6:17 PM
65	We have added anyone needing meals to our home-delivery program until this is over. We have set up a volunteer group to make phone calls to our seniors to check on them and let us know of any needs that they might have.	5/13/2020 5:06 PM
66	We increased food delivery to older and disabled adults, and began routine weekly wellness calls to hundreds of clients and new referrals.	5/13/2020 5:04 PM
67	Wellness checks , delivering food baskets and giving food resources	5/13/2020 4:54 PM
68	We limited services to only those most critical.	5/13/2020 3:26 PM
69	We are to "go to" agency for senior services in our county so many people were able to access MOW's and additional help prior to any of the state mandates, q-boxes that came out.	5/13/2020 3:12 PM
70	We have added a lot of new clients to our meals programs. We have provided meals to any senior who wanted them or have shopped for any senior wanting things from the store.	5/13/2020 2:59 PM
71	Massive curbside meal distributions. Facebook Live exercise videos. Increased community collaboration. Increased awareness on the importance of food access programs and medical transportation needs.	5/13/2020 1:50 PM
72	With the commitment of my rockstar staff and volunteers, we have been able to continue to deliver hot meals 5 days a week and to provide 2 rounds so far of shelf stable 7 day emergency meals as well as meet an increase of 140 home delivered meals in one month.	5/13/2020 12:29 PM
73	We are self-quarantining. No one is allow to visit and residents are not allowed to go anywhere. All workers are required to report any possible symptoms and take temperature before every shift.	5/13/2020 12:14 PM
74	Connected participants with other agencies to provide food, grocery shopping. Provided telephonic wellness checks, health assessments, social calls, sent out activity packets, Zoom Support Group meetings for Caregivers, Fitness staff provided on-line exercise classes. Site for Food Pickup, Blood Drive and Overflow for Hospital	5/13/2020 11:53 AM
75	Returned all messages left on answering machine in the most timely manner possible. Cell phones always pose a challenge in understanding voice messages.	5/13/2020 11:47 AM
76	We do wellness calls to our clients, and have helped out Meals on Wheels with some of their screening calls.	5/13/2020 11:27 AM
77	We decided to help provide evidence based educational materials to provide to both clients and caregivers along with additional measure we have taken as a company to continue providing safe care to our clients as well as keeping our caregivers safe. We communicated this	5/13/2020 11:10 AM

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information on a regular basis as well as regular wellness call to all clients and caregivers. People were very appreciative and responsive to these types of communication and supports.

78	We tried and continuesly trying to cover eveyey single shift. We are offering bonuses to careg	5/13/2020 11:00 AM
79	New policies, with help from AAA's and HCAOA. Training for staff to be able to work in the client's home as essential.	5/13/2020 10:59 AM
80	We increased the amount of food being delivered, including all 3 meals for about half of our Meals on Wheels clients.	5/13/2020 10:59 AM
81	Keeping everyone in the home and visitors out of the home	5/13/2020 10:59 AM
82	Seen this coming way before it hit here, And I was already stock for a pandemic.	5/13/2020 10:42 AM
83	Offering volunteers for grocery shopping. Keeping in touch with our seniors by phone, mail, Facebook, Website and Zoom. We are also offering free masks.	5/13/2020 10:41 AM
84	We had to rely on the leadership of Gov. DeWine and Ohio's public health for PPE. When stores like Aldi place purchase restrictions we had food sent from Texas because no one in Berrien County responded to our need to feed over 10 residents. Congressman Upton's office refused to take a leadership role in informing vendors and grocery stores of the needs of adult fostercare homes.	5/13/2020 10:26 AM
85	Helping participants understand that there was a real fear until we figured out how to protect our communities and now they should get the help they need before they have additional health issues from lack of care.	5/13/2020 10:26 AM
86	We provided printed materials to help educate and quell many rumors the clients had on covid19. We provided face masks to all clients as well. Phone contact has been made with all clients on weekly and sometimes daily basis. Finally we never stopped delivering meals. In fact the number of clients requesting meals increased and we have been able to provide them to all who have asked.	5/13/2020 10:20 AM
87	We teamed up with Meals on Wheels of Western Michigan to reach out to anyone who signed up for needing assistance with food. We also reached out to all current and past seniors to do well checks and make sure they had everything they needed or the resources to get it.	5/13/2020 10:18 AM
88	We put everyone that called on to HDM during this time. They understand that they will be reassessed after the pandemic is over. Our meal count has gone up considerably due to this. Our feeling was that we want to serve all the seniors in our county that need help. The Q-boxes provided by AASA are a temporay fix. We felt that we wanted to provide them with a hot meal four days a week and a daily check on the seniors to make sure they were alright and didn't need anything else.	5/13/2020 10:12 AM
89	We have delivered over 1500 meals to date. Before the pandemic we only served meals at our centers. The limited staff we do have left are making comfort calls to the almost 8000 seniors we regularly service.	5/13/2020 10:11 AM
90	We converted from primarily using volunteers to deliver meals to switching to paid staff to ensure continued delivery.	5/13/2020 10:10 AM
91	Many many hours spent on webinars, conference calls and writing procedures and protocols in relation to COVID 19. Frankly it was exhausting. We did implement our Disaster plan but had to tailor it COVID 19. Thankfully we have dedicated staff who selfishly continued to provide services to the vulnerable	5/13/2020 10:04 AM
92	Increased staffing as needed, congregate meal attendees offered opportunity to transition to HDM, bi-weekly emergency food boxes to clients, telephone reassurance calls to ease isolation fears and to check on client welfare and needs.	5/13/2020 9:59 AM
93	Indiviual activities room to room helped somewhat	5/13/2020 9:57 AM
94	We have not turned anyone away. We have modified services to respond by doing contact free deliveries.	5/13/2020 9:45 AM

Q13 Please share a COVID-19 response success story.

Answered: 66 Skipped: 42

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#	RESPONSES	DATE
1	- Early on in the pandemic, we joined a group of service organizations centered around food insecurities in Jackson County. Together with YMCA, Jackson Public Schools, Interfaith Shelter, Compassionate Ministries, churches and several food banks, Region 2 AAA were able to help some 40 households who were ineligible for unemployment benefits, with access to food. Also with the help of this same group, after the Interfaith Shelter was forced to close due to several exposures, the group banded together to find emergency housing and food for dozens of families, including several older adults caring for grandchildren. - We've received many calls from grateful older adults for their home delivered meals, many of whom shared that they didn't know how they were going to feed themselves during this time. - Our Friendly Reassurance program has touched many older adults struggling with social isolation - many of whom have responded with appreciation for the companionship during this difficult time and adding that it has helped them to feel less depressed.	5/18/2020 4:51 PM
2	We have been able to call almost 500 people in our community through our phone reassurance program	5/18/2020 3:33 PM
3	People needing to stay at home and find out we could help them with meals. (two cancer people had no food and could leave the home)	5/18/2020 10:31 AM
4	Our County remains at zero Covid cases. It has been nice to see family members assisting with their loved ones, families have been closer with this pandemic.	5/18/2020 10:16 AM
5	We had a gentleman out on the boarder of our county whom had contacted NEMCSA many times to get MOW. We were just simply unable to contact him via the phone. The reason was he is very hard of hearing and could not hear his phone - he prefers e-mail communication due to this disability. We were finally able to set up services for this poor man and I was able to send him information on a hearing disabled phone so he would not have problems in the future. We worried if he had an emergency, he would not be able to e-mail 911. The phone is free with a Dr Rx and internet access, and we JUST got information on this program a week before the shut down so it was perfect timing.	5/16/2020 10:59 AM
6	The "friendly reassurance calls" have given clients an opportunity to convey their appreciation of our attention to, and protection of, their safety, and at the same time given increased job satisfaction during the pandemic to our staff making the calls. Our clients have been "very chatty" on the calls which has given us opportunity to know our clients better and to probe for previously unspoken needs for services.	5/15/2020 4:39 PM
7	Our agency has a long history of having a large Mother's Day party for our seniors in the Congregate Meals Program. Because of the pandemic we were forced to cancel our celebration, and we worried that that many of our senior citizen mothers would not be able to spend Mother's Day with their families, and that they would feel increasingly lonely and isolated. So we took the budget we would have spent on our celebration and we bought each customer a potted flower that they could keep to remind them how much they are cared for. We personally delivered over 60 flowers to customers with notes of encouragement from staff. The customers were SO happy to see staff and were truly thankful for the flower, and staff were so relieved to see customers in person and to talk to them from a distance. It was the highlight of everyone's week.	5/15/2020 3:54 PM
8	Our team came together we met and the majority of our team as united to fight the war of COVID-19	5/15/2020 3:30 PM
9	A major success is continuing critical services without staff on the front lines falling ill. We cant do it without them and their dedication and attitudes have been incredible. We have had a couple of senior who did not seek treatment that we encouraged who ended up having Covid 19.	5/15/2020 3:09 PM
10	We were ahead of the game in accepting temporary meal clients and respond to their needs	5/15/2020 1:47 PM
11	WE are making it as a team, making sure all clients as well as caregivers are staying healthy.	5/15/2020 1:18 PM
12	Developing relationships on a personal basis with our senior volunteers. Talking with them weekly has allowed us to see beyond the general greetings and allowed us to understand them better. We have a 91 year old who is baking cookies for their neighbors, we have a senior who has no family to check on them and looks forward to our calls and talks for over hour.	5/15/2020 12:43 PM
13	Staff have provided transportation services to critical customers for medical services, pharmacy	5/15/2020 12:25 PM

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pick-up, and food delivery for individuals with no other resources.

14	We have increase our number of meals on wheels over a third during the last couple months. The Q boxes were well received by people in Newaygo County.	5/15/2020 11:38 AM
15	Participant comments: "A special thank you to everyone in the food service. We miss you and think of you every day when we enjoy the meals you prepared for us. We are so thankful!" "I will sleep so much better knowing meals are coming."	5/15/2020 11:36 AM
16	Our weekly calls to our participants have been a great success as we have been able to stay in contact with everyone and ensure that they are safe and their needs are being met. We have received very positive feedback from them about our Facebook posts with activities that they are able to do at home. They have all appreciated our efforts.	5/15/2020 11:33 AM
17	We provide ordination for our Staff and caregivers how to deliver best and safe care to our clients. Establish weekly And bi-weekly follow up call to our each client and employees to make sure things are going well. Have staff answer call 24/7 pay phone. Provide Mask and gloves to each and every caregiver and clients. Still we are doing our best to keep our Clients, Staff and community safe .	5/15/2020 9:45 AM
18	Our caregivers have remained committed to providing care for our clients. We have only had 2 caregivers (both of whom were older or had compromised immune systems themselves which put them at greater risk of contracting covid) stop working. The remaining caregivers on our staff have continued to show up for their clients throughout the pandemic and some have increased their hours to meet their clients needs or taken on new clients to ensure no one goes without.	5/15/2020 9:13 AM
19	One of our caregivers complained of fever. We asked the caregiver to stay home for a few days to see whether the fever will stop. The fever did stop and and the caregiver came back to work	5/15/2020 8:51 AM
20	Many clients appreciate our services. Sometimes our DCW'S are the only people that they see	5/15/2020 8:51 AM
21	Staff is showing how much they truly care.	5/15/2020 8:37 AM
22	One of our RNs sewed multiple cloth masks for all the staff so that we could continue to safely serve our patients when other agencies were out of PPE and so unable to see patients.	5/15/2020 12:42 AM
23	The ability to handle the increase in Meals on Wheels deliveries as more seniors are now homebound.	5/14/2020 4:25 PM
24	Home bound meals on wheels client was running out of essential items. In addition to meals-on-wheels, we were able to set up an account with a local grocery store and get groceries for the client and deliver them. Payment was made from unmet needs dollars.	5/14/2020 4:10 PM
25	I left Narcan on a client's doorstep. A week later, it was used when she overdosed. Today she is alive. (Meanwhile, an average of one client per week has died: OD, covid, suicide, out of 435 clients)	5/14/2020 4:09 PM
26	Re-instating a 12-1 M,W,F exercise class usually offered at our center now in a virtual format has "given me a sense of normalcy and routine which I was do desperately needing." This is a video led class but the participants are able to see and talk to one another.	5/14/2020 2:11 PM
27	Although our seniors are sheltered in place our services have not stopped. This has allowed them to continue to be transported to dialysis, we have delivered necessary food to their porches, and have come to them for other in home services.	5/14/2020 1:44 PM
28	Reassurance phone calls became a lifeline to seniors who were staying home. Many seniors anxiously awaited to hear the familiar voice on the phone.	5/14/2020 12:50 PM
29	We have been able to get a large amount of shelf stable meals to our homebound clients.	5/14/2020 12:30 PM
30	The best stories I can share are the overwhelming thank yous we have been receiving from our members for our drive through food mobiles and keeping touch with them via robo calls. We have a 92 year old members who asked us to go grocery shopping for her - we were more than happy to help her out. (She normally shops for herself when we take her to Meijer). Also we have several members who are picking up Quarantine boxes and delivering them to other senior center members who are unable to participate the day of the food drive. So many good things happening but we all really want the center to re-open and start building our programs again with restrictions and security protocols in place.	5/14/2020 11:07 AM

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31	We have been able to assist clients via the phone with individual cases.	5/14/2020 10:59 AM
32	Keeping staff morale up. Lots of fun activity and hope.	5/14/2020 10:43 AM
33	A Senior living in a very nice assisted living is in lockdown & has no family. He is enjoying daily calls from a community living senior volunteer who is used to being an active volunteer, who is isolated at home they converse and both benefit!	5/14/2020 10:34 AM
34	A few of our clients have pets their worried for them and some not able to get the food for them Our caregivers made sure that the clients pets were taken care of too. Maybe not a success to some but the clients were very grateful.	5/14/2020 10:30 AM
35	Senior members started a phone chain, as did our instructor, to make sure people were connecting while staying safe at home.	5/14/2020 10:01 AM
36	Many people have been so thankful for the food we have been able to provide for them. Recently someone came to sign up for our meal program and brought a friend. They found out that we had used laptops that could be borrowed to use at home. They left chatting about face-timing each other and their families.	5/14/2020 9:58 AM
37	We have continued uninterrupted to deliver Meals on Wheels to our homebound seniors, and also offer Grab and Go carry out for those seniors that are able to drive. We also have been in constant contact with our membership, and our community to assist where needed with lonely, isolated seniors, and also seniors in need of services.	5/14/2020 9:51 AM
38	Although we have lost these (2) Adult Day Service programs, which account for 70% of our service revenue, we are currently operating our other programs; Safe Shelter for Domestic & Sexual Violence, West Michigan Guardianship and Shoremark Home Care. All of which rely on the (2) Adult Day Service programs revenues to operate.	5/14/2020 9:35 AM
39	We recruited 3 new volunteers who have cheerfully taken 3 routes each per week for our Meals on Wheels program. This has allowed us to continue delivering food 5 days per week.	5/14/2020 9:18 AM
40	So far we have been able to take on all clients in need of meals and not have to turn anyone away or put them on a waitlist.	5/14/2020 9:03 AM
41	Although we are limiting the use of volunteers because of social distancing - a large number of community members have called and offered services.	5/14/2020 8:15 AM
42	Several of our clients have expressed their gratitude and appreciation that we are continuing to deliver meals in the midst of the pandemic, stating that they wouldn't otherwise have access to food.	5/13/2020 8:32 PM
43	Due to our ability to collaborate with Ypsilanti Meals on Wheels, we were able to take on some of their clients thus freeing them up to serve others on their wait list. They no have no waitlist!!!	5/13/2020 7:56 PM
44	Individuals and businesses in our community have stepped up to donate any extra food, paper products, etc. that they may have so that we can share it with our seniors and other community members in need.	5/13/2020 5:06 PM
45	Delivered a food basket to a consumer who told us, 'I am so down but you just made my day a lot better and I feel like smiling.'	5/13/2020 4:54 PM
46	We've added 77 people in MOW since this pandemic began. Our Center TEAM has been excellent in responding to needs and in staff working in other departments (i.e., MOW) who preferred not to go on unemployment as they wanted to help keep on serving our seniors.	5/13/2020 3:12 PM
47	I don't have an individual story, but our seniors are so happy with the food they are being provided. We have lots of thank you cards coming in!	5/13/2020 2:59 PM
48	We have so many!! We partnered with the YMCA to secure the help of their refrigerated truck to convey frozen and shelf stable meals to seniors in our three county region. Each location is able to serve over 300 people in 2 hours, safely and efficiently. The collaboration includes local municipalities who send police and fire to direct traffic, seniors centers/churches as as the location and community volunteers to help convey over 1500 meals at one location. Seniors come through the line in the cars, many showing signs that say "Thank you for risking your lives."	5/13/2020 1:50 PM
49	I took a phone call from a woman we had just started delivering meals to. She was in tears and almost hysterical because she had to go to the doctor and was terrified to go. I tried to calm her	5/13/2020 12:29 PM

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down and reassured her. Several days later, we had a request to increase the meals she is getting.

50	We are covid free at Carols Home AFC	5/13/2020 12:14 PM
51	Participant of the adult day center: He stated that he is grateful for the wellness calls every week. He explained that he was at the DCP for 5 days a week for almost 8 hours including the bus ride. That is 40 hours a week that he doesn't have the DCP. He said that he realized how crucial the structure of the DCP was and that he has created one for himself. He is at home and sticks to watching the news in the morning, he then will listen to hymns on you tube, after that he will go on the treadmill, then he will do some art. He stated that he remembers what the staff at the DCP showed him and taught him and he is glad that he can utilize that at home. But he also realized that the structure is helping, but he knows and misses the socialization. That is why he is grateful for the calls. He asked so many questions about how I was, my dog, my husband. He misses his community and he stated that he can't wait to get back.	5/13/2020 11:53 AM
52	Our county's only COVID death, along with 2 more positive cases, came in one of our senior apartment complexes. We were able to work very closely with the health department, the United Way and the building manager to make sure all seniors in the facility had access to groceries, Q boxes, Meals on Wheels, and life-sustaining homecare services throughout their quarantine period.	5/13/2020 11:47 AM
53	We haven't been seeing clients face to face, so we don't really have a story to share. We have been doing wellness calls with all of our clients and giving them someone to talk to and let them know we are thinking about them.	5/13/2020 11:27 AM
54	To date, we have not had any of our caregivers or clients test positive!	5/13/2020 11:10 AM
55	We have caregivers and office team that are working and working hard to cover every shift. They take pride in taking care of people even during pandemic.	5/13/2020 11:00 AM
56	We have started services for a client who wished to avoid going to the nursing home and being isolated from their spouse.	5/13/2020 10:59 AM
57	Ordering from restaurants and entertainment inside of the house with different props to appear as if we're outside at the movies or Dairy Queen	5/13/2020 10:59 AM
58	No one here has been sick at all, no emergencies as of yet.	5/13/2020 10:42 AM
59	Area Agency on Aging Regio IV did a great job during a confusing time. Just by staying in contact with providers they eased anxiety, and AAA Reg IV listened to the needs of adult fostercare homes.	5/13/2020 10:26 AM
60	Private pay client, not sure if positive or not but not feeling well and showing signs, stayed with same two caregivers practicing safe precautions and his health improved and he is feeling better than he has a long while	5/13/2020 10:26 AM
61	The efficiency of our meals program has increased significantly. We provide meals to all clients to their homes including former congregate clients. The staff has really come together at our agency and that has shown in the response from the clients. They look to us for help and see that we are there for them.	5/13/2020 10:20 AM
62	We have received calls from our clients who are so grateful that they can count on us to provide them their meals. They are very pleased with the meals and the delivery and care that we take with them.	5/13/2020 10:12 AM
63	We have helped deliver the Q-boxes that AAA provided, delivered 1500 meals to seniors throughout the county, provided a food truck to address the need for food insecurity, distributed commodities, helped with the construction of a handicap ramp.	5/13/2020 10:11 AM
64	We began to implement wellness calls and identified what needs were unmet for our seniors. This resulted in a collaboration with our local county and businesses to provide 200+ essential needs care packages. We are exploring how to scale this process up.	5/13/2020 10:10 AM
65	We have take care of COVID positive clients in their own home who recovered and it was not transmitted to any staff.	5/13/2020 10:04 AM
66	We are getting notes from clients daily thanking us for being there for them.	5/13/2020 9:45 AM

Q14 Please identify an unmet need that will likely continue for a year or longer

Answered: 79 Skipped: 29

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#	RESPONSES	DATE
1	- Flexibility for additional staff. - Extra staff and volunteers on hand to meet the changing needs. - People will eventually start loosing their homes as payment forgiveness wanes. - Elder abuse is not being reported as it was before. - Assistive technology - Increased reliance on technology to communicate and the accompanying expenses - service/data plans, devices, internet access, etc. - Ongoing concern with letting supports in the home. - Social isolation - Fear of "reentry" - Projected budgetary shortfalls as a result of the loss of tax revenue. - Continued support of remote work	5/18/2020 4:51 PM
2	technology needs	5/18/2020 3:33 PM
3	socialization	5/18/2020 3:09 PM
4	Loneliness and anxiety among the population we serve	5/18/2020 11:20 AM
5	If we have to continue to replenish staff wages longer than June or July, we will be financially in trouble as our savings will be depleted. We are also a Not for Profit, governmental agency and have not been eligible for assistance.....	5/18/2020 10:16 AM
6	PPE	5/18/2020 8:41 AM
7	Donations, State and Federal Funding are major sources of income for us. With the restriction to go into houses we are unable to meet demands and funding is down, basically nothing. I worry we will not be able to keep up with demand and financials if and when this is over. Also, will there ever be a normal again? I worry for seniors mental well being.	5/16/2020 10:59 AM
8	Providing safe ways to meet with our members in light that our space is not that big. We will have to be very strategic in planning activities.	5/15/2020 6:56 PM
9	The question is unclear. Not sure if you are referring to a "client" or "agency" unmet need. For the clients - need more access to and affordability of internet service and more training in the use of technology. For the agency - adequate funding for core and innovative services as the needs of the growing older adult population continue to outpace the funding.	5/15/2020 4:39 PM
10	There are not enough senior pantries in our area. The pantries we DO have do not have critical items that our seniors need, like paper goods, hygiene products, and personal care items. Also, due to a lack of skills in the use of technology and the difficulty of navigating the technical world in general, seniors are more isolated than the general population because they have no way to see their families and loved ones except for in person. Because of this, many of our seniors are leaving their homes despite the stay at home order so they can socialize, and they are putting themselves at increased risk.	5/15/2020 3:54 PM
11	Its very hard to pay someone 10.25 and hour and expect them to provide the best care for our clients	5/15/2020 3:30 PM
12	The isolation that seniors are experiencing may likely continue as this virus continues. Having that daily connection at the level seniors are use to with the Meals on Wheels driver will hopefully change. The amount of people we may be able to accommodate in this center will likely change which will leave a significant number to make other arrangements for their socialization.	5/15/2020 3:09 PM
13	N/A	5/15/2020 1:18 PM
14	Having enough PPE equipment for our seniors which will allow them to leave their homes safety. There is going to be a long term issue with anxiety and depression due to the fact that our seniors are part of the vulnerable population.	5/15/2020 12:43 PM
15	Not sure if Adult Day Services will be able to re-open	5/15/2020 12:40 PM
16	Restrictions in capacity in order to maintain safe distancing.	5/15/2020 12:25 PM
17	Socialization in meal sites and activities for older adults.	5/15/2020 11:38 AM
18	Having enough funds to provide in-home services.	5/15/2020 11:36 AM
19	Socialization will most likely continue to be an unmet need for our participants. Due to their vulnerability, we expect that they will not be able to attend our day center for some time. We are concerned about the lack of socialization that they will endure. Socialization helps to increase longevity and reduces the risk of depression. This will have an impact on our participants.	5/15/2020 11:33 AM

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20	Supplies. Enough pay for care staff.	5/15/2020 11:06 AM
21	the feeling of safety for clients	5/15/2020 9:28 AM
22	Limited access to PPE (especially gloves)	5/15/2020 9:13 AM
23	The shortage of nurses is one need that will likely continue for a year or longer.	5/15/2020 8:51 AM
24	Ability to attract good people to want to become a direct care worker with the low wages we pay because of such low reimbursement rates that agencies receive	5/15/2020 8:51 AM
25	Wage increase & PPE	5/15/2020 8:37 AM
26	not enough in home services (such as chore services) to keep seniors safe in their homes	5/15/2020 12:42 AM
27	Sufficient supply of PPE for senior population. Sufficient access to health care.	5/14/2020 5:30 PM
28	Grocery deliveries.	5/14/2020 4:25 PM
29	In addition to providing homebased services and meals to the older population, we offer many opportunities for socialization - congregate lunches, social clubs and activities, a fitness center, among others. Social isolation and the resulting decline in mental and physical health will continue to affect our senior population. Until a vaccine or effective treatment is readily available, many of our older population will remain isolated at home.	5/14/2020 4:10 PM
30	Meeting face to face in groups which allows bonding and socialization.	5/14/2020 4:09 PM
31	Social isolation and food insecurity/grocery delivery.	5/14/2020 2:11 PM
32	Shortage of volunteers due to fear.	5/14/2020 1:44 PM
33	PPE Shortages. Staffing shortages. Some essential workers could make more money on unemployment than providing home care.	5/14/2020 1:29 PM
34	Because we will have to enforce social distancing in some manner long term, financially our center is going to suffer. We will not be able to hold most activities, and fundraising events like we used to.	5/14/2020 12:53 PM
35	Emergency housing for homeless seniors in counties where there are no shelters available or that are at capacity.	5/14/2020 12:50 PM
36	We are taking significant financial hits as food and delivery costs spike and donations plummet. This is not sustainable long term.	5/14/2020 12:30 PM
37	Combating isolation.	5/14/2020 12:24 PM
38	Financially we will be struggling. About 2/3 of our budget relies on fundraising and program fees. Our new FY starts July 1 and I'm preparing for the six months to be severely in the red.	5/14/2020 11:07 AM
39	Access to technology and internet will likely continue.	5/14/2020 10:59 AM
40	Financial impact will last for years.	5/14/2020 10:43 AM
41	The huge gap of Adult Day Care. Even with a slow cautious restart we will be unable to resume the same level of care. We were serving on average 18 clients a day - 40 unduplicated clients a month. With the shift in protocols, social distancing, infection protocols...staffing will increase & eligibility for participation will be stringent. Can your loved one adjust to wearing a mask, can they follow distancing requirements....we serve very demented people who will no longer be eligible for GROUP!	5/14/2020 10:34 AM
42	caregivers	5/14/2020 10:30 AM
43	Food and agency staffing storages	5/14/2020 10:06 AM
44	Reaching out to less technologically savvy seniors who want to stay connected but have challenges with learning the new technology.	5/14/2020 10:01 AM
45	Lack of technology for some seniors. For some there has been a reluctance to learn how to use new technology. It puts them in a disadvantage in staving social isolation.	5/14/2020 9:58 AM
46	We are concerned about our seniors that are isolated. We are concerned about the lack of socialization and the effect this will have on individuals mental health. All of the work we have	5/14/2020 9:51 AM

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done to keep people engaged, active, and involved has been turned upside down. We are concerned about re-opening these social programs... when? how?

47	Without the ability to operate and receive revenue under our (2) Adult Day Service programs during this COVID-19 crisis, our other programs mentioned above, are in jeopardy of operating much longer.	5/14/2020 9:35 AM
48	We need more masks, hand sanitizer, and wipes to get through.	5/14/2020 9:18 AM
49	Clients are struggling with not being able to be near the drivers to have that communication with them. They talk through windows and doors but tell me its not the same.	5/14/2020 9:03 AM
50	Getting people to return to the facility once it opens up	5/14/2020 8:15 AM
51	We fully anticipate that the additional need for greater wraparound and case management services will continue indefinitely.	5/13/2020 8:32 PM
52	Respite money, financial assistance for adult day programs, funds for PPE	5/13/2020 8:27 PM
53	as a nation we are still in the infancy of understanding the long term impacts of this pandemic - economically and sociologically. We hope to be able to remain responsive to emerging needs that have not yet come to the forefront - specifically in the mental and social health realms.	5/13/2020 7:56 PM
54	Our seniors are anxiously awaiting a return to "normal" so that they can return to our Center for lunches, programs and events. We are still wrestling with how that is going to work, as we are a small facility and extremely limited on space. Our one large room is not large enough to properly social distance our usual number of Senior Café attendees for lunch.	5/13/2020 5:06 PM
55	We are very likely to see a steep and long term reduction in our number of active volunteers that carry out all of our direct services, the majority of whom are in a high risk group themselves.	5/13/2020 5:04 PM
56	Fear of going in public so food insecurity and isolation	5/13/2020 4:54 PM
57	Insufficient cost share and fundraising will likely cause reduction in the legal cases we can handle, leaving some seniors without access to legal aid.	5/13/2020 3:26 PM
58	The way we test and/or lack thereof. As new protocol is identified to make sure we don't have another pandemic I believe testing and tracing will be challenging.	5/13/2020 3:12 PM
59	We are very concerned that we continue altering our services to keep seniors engaged but connected. Considering the Mi Safe Start Plan, we do not see seniors being able to "congregate" for meal programs or activities for a long time. We are very concerned about the viability of our senior center and how we can provide internet access to close the digital divide for seniors. We are also very concerned that our front-line kitchen staff and meal delivery drivers are deemed as essential but not provided hazard pay. This will result in moral issues and high turn over rates in a time we need these workers most. There must be discussions to alter Cost Per Unit rate increases to meet these concerns.	5/13/2020 1:50 PM
60	Shelf stable meals delivered through the existing meals providers for seniors who are ill and/or too afraid to go to the store.	5/13/2020 12:29 PM
61	We unable to determine when it will be safe to admit someone new to our community.	5/13/2020 12:14 PM
62	Lack of social engagement with peers - increase social isolation. Increase need for adult day service & out of home respite for caregivers - Need for stable structure for older adults Grocery Shopping for home bound older adults Ongoing food shortage for older adults	5/13/2020 11:53 AM
63	We will have a difficult challenge in successfully re-opening our Adult Day Care center. We've kept in close contact with the families, who are very reluctant to look at returning their loved ones to a group setting with so many health-compromised individuals.	5/13/2020 11:47 AM
64	Shortage of PPE...masks for staff and clients, gloves, hand sanitizer, and disinfecting wipes to wipe down computers and equipment after each visit.	5/13/2020 11:27 AM
65	Difficulty in maintaining/accessing PPE. Recovering from additional costs and lost revenues (economic). We also believe the mental health issues have been an increased concerns (new and existing) that will likely take a long time to recover from.	5/13/2020 11:10 AM
66	Lack of clients Lack of caregivers Increased cost for PPE Any increase in reimbursement from the agency per unit will be extremely helpful.	5/13/2020 11:00 AM

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67	Concerned the economic conditions will continue and our client population will be unwilling to pay for services as they are concerned about economic issues.	5/13/2020 10:59 AM
68	Just the regular shortages. Meat, cleaning supplies.	5/13/2020 10:42 AM
69	Seniors who need shoppers may continue indefinitely.	5/13/2020 10:41 AM
70	Personal protection equipment is in low supply for adult fostercare and group homes. Vendors and public health departments should recognize the PPE needs of AFCs and give high priority to purchase orders and sentinel event demands. This PPE prioritization should continue and be a standard even during flu seasons.	5/13/2020 10:26 AM
71	remote administration employment with technology, it seems the clogs in communication have become less and people seem to address thing quickly to either get them off their place or to assure other staff they are working. It has been very productive.	5/13/2020 10:26 AM
72	I fear that the congregate sites may not be open for some time and that the social interaction the seniors need will go away.	5/13/2020 10:20 AM
73	We will never recover financially from this. We have seen increases in our costs for both food and supplies. We will continue to see food costs go up due to the shortage of raw food. We will also continue to see supplies have higher costs. This will continue for some time and the ability to not renegotiate the cost of the meal with the AAA is not going to help us. We based our costs on what we can do and do it cost effectively. This was not in the projection.	5/13/2020 10:12 AM
74	More choice of home delivered meals. Currently the only choice is Meals on Wheels. Many of our seniors do not eat them because of the quality. I wish there were more choices for them in this area.	5/13/2020 10:11 AM
75	The congregate meals program waiver to take their meal to go. Seniors will be afraid of the risk to dine in a community setting.	5/13/2020 10:10 AM
76	That remains to be seen. Will we have staff when the need for services increases (due to people receiving unemployment and therefore not wanting to work). Since some staff had to take a LOA due to childcare issues will we have enough staff when demand for services increases? Will PPE ever return to "normal" prices?	5/13/2020 10:04 AM
77	Food shortages for our meal programs and increased costs due to demand.	5/13/2020 9:59 AM
78	Not being able to allow people in the building without risk to current residents. Drop in occupancy due to this will take months to recover from.	5/13/2020 9:57 AM
79	It is possible that social isolation will become devastating. We are working to incorporate volunteer phone calls to address this. Also we are seeing need for personal care items in addition to food resources.	5/13/2020 9:45 AM