

Survey finds nonprofit agencies that provide services to Michigan seniors struggle to meet surge in demand with reduced revenues, fewer volunteers, and increased costs

Silver Key Coalition Brief Report

AGING SERVICE PROVIDERS HIT HARD BY SURGE IN COVID DEMAND

PROJECT SUMMARY

A May 2020 survey of 108 Michigan senior service agencies was conducted by the Silver Key Coalition to evaluate the impact of serving Michigan's senior population under the demands and restrictions of the COVID-19 pandemic on the Aging Network's capacity. The surveyed agencies include county councils or commissions on aging, senior centers, meals on wheels providers and area agencies on aging.

KEY FINDINGS ON IMPACT OF COVID-19 ON SENIOR SERVICE AGENCIES

91% have lost budgeted revenue (fees, donations, cost sharing)

77% have seen a significant increase in requests for help

87% have experienced increased costs to safely deliver services

- 94% report their **supply costs** have increased
- 54% have increased **staffing costs**
- 46% report increased **technology costs**
- 39% are incurring increased costs to deliver **new services**

32% with increased costs have received no cost reimbursement,

- 51% have been reimbursed for some increased costs,
- while only 5% have been reimbursed for most increased costs.

53% have lost volunteers overall; only **12%** have increased volunteers



Silver Key Coalition

Working to Make Michigan a No Wait State for Senior In-Home Services

Full Report Available on Website

www.silverkeycoalition.com

Contact: Katie Wendel kwendel@aaa1b.org

COMMENTS FROM SERVICE PROVIDERS

ADDRESSING EMERGING NEEDS

- 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.
- Access to transportation. Rides to doctors out of our county are non-existent right now.
- Currently we CANNOT service those needs. Those services were supported through various agencies and private pay arrangements. Additionally, the loss of this revenue threatens the organizations ability to support its infrastructure much longer.
- 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.
- Our caregivers made sure that the client's pets were taken care of too.
- The closure of the Adult Day Care Program has left caregivers with no respite option and the participants isolated

COVID-19 RESPONSE STRAINS AGENCY CAPACITY

- 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.
- We are trying to cover every single shift and are offering bonuses to caregivers.
- We lost 75% of our volunteers. The gap had to be filled with the limited staff we have remaining.
- 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.
- There must be discussions to alter Cost Per Unit rate increases to meet these concerns.

SERVICE PROVIDERS COMBAT SOCIAL ISOLATION

- Senior members started a phone chain, as did our instructor, to make sure people were connecting while staying safe at home.
- 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.'
- 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.
- 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.
- We have started services for a client who wished to avoid going to the nursing home and being isolated from their spouse.
- All of the work we have done to keep people engaged, active, and involved has been turned upside down. We are concerned about re-opening these social programs... when? how?
- We are getting notes from clients daily thanking us for being there for them.