



**COON  
RAPIDS  
SENIOR  
SERVICES  
ANNUAL  
REPORT  
2015**



## **VISION**

Coon Rapids Senior Services will strive to be the best community resource for older adults, their families and caregivers.

## **MISSION**

Coon Rapids Senior Services will provide services, activities and information and referral to older adults, their families and caregivers in a cost effective manner that will recognize the unique needs of older adults.

## **GUIDING PRINCIPLES**

- We will treat each other with dignity, respect and fairness.
- We will always pursue the highest ethical standards of conduct.
- We will strive to provide a welcoming environment where an individual can find support during difficult times.
- We will comply fully with the Americans with Disabilities Act, by providing reasonable accommodations which allow persons with disabilities access to our programs and services.
- We will maintain an attitude that all thoughts, ideas, talents and skills will be shared and encouraged without fear of rejection.
- How effective we serve our customer can only be measured from within those we touch.

## **ADVISORY COUNCIL**

The purpose of the Advisory Council is to help plan and direct the staff as to how to meet the diverse needs and interests of our senior population. Below is a list of the Advisory Council Members:

Bernice Olson  
Gene Erickson  
Lavonne Hayes  
Ann Lund  
Helen Steffen  
Vern Waldner  
Beth Weber

Cheryl Alberts  
Forest Fout  
Elvera Knutson  
Muriel Pedersen  
Esther VanHauen  
Gloria Waskey

COON RAPIDS SENIOR SERVICES  
**2015 STATISTICS**

**ACTIVITIES:**

Number of <u>different</u> people participating in activities		*3,820
Total persons in activities		33,770
Persons in volunteer led activities	18,357	
Persons in fee-based activities	8,834	
Persons in additional activities	6,579	

**DINING PROGRAM:**

Persons served in dining		4,504
Daily average of dining participants		23

**CHORES & MORE:**

Jobs done for seniors		1,098
Hours contributed by volunteers		410
Clients served		226

**SENIOR COMPANION PROGRAM:**

Volunteer Companions		7
Hours of service provided		3,746
Clients served		42

**VAN TRANSPORTATION:**

<u>Different</u> people served by transportation		170
Total number rides provided by transportation		2,673
Transportation miles		16,588

**VOLUNTEERS:**

Volunteer activity leaders		40
Total number of volunteers		393
Total volunteer hours		33,143

**NEWSLETTER:**

Number of newsletters mailed in 2015		21,003
Number of newsletters mailed Nov/Dec 2015		3,450
Number of newsletters e-mailed in 2015		2,420
Number of newsletters e-mailed in Nov/Dec 2015		420
Number of newsletters hand-delivered each issue		100

*\*NOTE: This number does not include Hamilton Elementary students, Tax Services, AA Meetings and participants at the annual bazaar and expos.*

# COON RAPIDS SENIOR SERVICES ANNUAL STATISTIC COMPARISON

WORKLOAD MEASURES	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Program Participants (duplicated)	19,240	21,846	22,665	24,738	26,152	27,758	29,115	28,428	29,831	29,024	30,288	31,131	31,892	32,512	33,796	33,039	33,172	33,770
Program Participants (unduplicated)	1,916	1,922		2,829	2,818	2,770	3,146	2,771	3,092	3,115	3,294	3,798	4,087	4,214	4,315	4,294	4,191	3,820
Persons served by transportation (unduplicated)	251	211	214	320	260	237	205	158	124	115	122	101	128	130	137	139	196	170
Persons served by transportation (duplicated)	3,953	3,456	4,058	4,429	3,990	3,452	3,614	3,556	3,383	3,241	3,086	2,674	2,405	2,680	2,302	2,185	2,355	2,673
Transportation Miles	18,759	16,479	19,076	20,995	19,910	17,495	18,055	17,057	16,713	16,301	17,305	13,509	12,714	14,894	13,688	13,071	14,198	16,588
Senior Dining Participants (duplicated)	12,295	11,982	11,963	12,709	11,490	11,064	12,336	12,547	12,700	12,277	11,154	10,387	8,601	8,073	7,871	7,562	5,273	4,504
Daily average # Senior Dining participants	50	48	49	51	47	44	50	51	53	51	47	47	36	34	32	30	25	23
Number of senior volunteer activity leaders	32	29	34	38	38	37	37	37	37	37	38	40	39	39	39	40	40	40
Number of Volunteers	231	240	297	316	373	373	346	352	363	371	364	362	352	406	416	398	380	393
# of Volunteer hours	21,112	21,776	25,614	26,952	26,147	27,758	27,861	26,682	28,251	30,992	30,330	31,508	31,483	31,725	32,676	32,547	33,832	33,143
# of newsletters	27,257	30,641	33,580	36,535	37,807	33,368	28,783	30,649	33,064	35,791	38,099	22,626*	19,535	19,764	20,137	21,341	20,592	21,003
# newsletters e-mail										1,140	1,872	2,192	2,482	2,522	2,208	2,428	2,346	2,420

\*In 2009, newsletters started being mailed every two months, beginning with the May/June issue.

# COON RAPIDS SENIOR SERVICES

## HIGHLIGHTS OF 2015

Thanks to the continued support of the City of Coon Rapids, the Coon Rapids Senior Center is a community hub for activities, trips, lifelong learning, volunteer opportunities and more! The Center strives to provide a range of quality activities in a cost-effective manner for seniors age 55-105! The facility and parking lot are often at capacity as we juggle activities, room usage and staffing. While we had hundreds of activities and served thousands of people, the highlights of the year are as follows:

**COLLECTION SITE:** The Senior Center is a collection site for hotel samples of soap, shampoo, lotions, toothbrushes and toothpaste. These items go to International Health Service of MN, who then send the items to Honduras. The Center also continues to collect used eye glasses for the Lions Club. They refurbish and distribute them around the world. Hamilton Elementary is the recipient of the Box Tops for Education, Kemp's milk lids, Campbell's soup Labels and printer cartridges. They use the proceeds to purchase school supplies for their neediest students. Seniors also collect Hygiene products, batteries and gift cards for Stepping Stone Emergency Housing in Anoka.

**FACILITY UPDATES:** The Civic Center and Senior Services were closed the week of the 4<sup>th</sup> of July holiday and the week between Christmas and New Years for maintenance and cleaning.

**FEED MY STARVING CHILDREN:** A faithful group of volunteers packs meals for children. In 2015, this activity was increased to once a month (instead of every other month).

**FITNESS CLASS:** In 2015, the Senior Center partnered with Live 2B Healthy to offer top quality fitness classes. Led by certified instructors, the classes are free to members of Silver-Sneakers or "Silver and Fit" members. This includes most Blue Cross Blue Shield, Medica and Health Partner Plans. The group is fun and effective! The attendance in 2015 was 2,304 participants.

**OUTREACH SERVICES:** Patty Marz, with the Anoka County Community Action program (ACCAP) has been holding office hours at the Coon Rapids Senior Center on the 2nd Tuesday of each month. She can connect seniors with resources in the community to help them remain in their home as long as possible. She can help with assistance for food support, housing, health care programs, energy assistance, or other questions regarding resources in the community. Senior Center Staff often send her referrals and are pleased to have her in the office.

**PARKINSONS SUPPORT GROUP:** Our Parkinson's Support Group has a new volunteer leader who has diligently been getting quality speakers for their meetings each month. He also makes arrangements for door prizes, literature and refreshments. As a result, attendance has increased greatly.

**OUTSTANDING SENIOR AWARD:** Louise Pelimling and Roger Wolfgram won the Anoka County Outstanding Senior Awards at the Anoka County Fair on Wednesday, July 22. Louise was nominated by the Camilia Rose Care Center, where she is a volunteer. She also volunteers at the Coon Rapids Senior Center Gift Shop. Roger was nominated by Coon Rapids Senior Services. He was recognized for his work on the Snowflake Days Committee since 1993 and for serving as its King since 2006. Along with his wife, Jeanne, he participates in dozens of activities each year such as parades, community service projects, and festival functions. They represented Anoka County at the Minnesota State Fair in September.

**QUILTING CLUB:** While the Quilting Club is small, it is quite productive. This past year they have donated dozens of quilts to Stepping Stones Homeless Shelter and the Minnesota Masonic Children's Hospital and dozens of pillow cases to low-income students at elementary schools.

**SPANISH CLASSES:** Volunteer-led Spanish Classes are so popular, that the Senior Center is now offering three levels of classes.

**SENIOR SAFETY CAMP:** In 2015, the 16<sup>th</sup> Annual Safety Camp was held in partnership with the Coon Rapids Fire and Police Departments. The Keynote speaker was WCCO Reporter Bill Hudson. Other activities included presenters, an expo, live entertainment and lunch.

**SUPER SENIOR CLUB:** This organization runs the gift shop and hosts the annual Bazaar. This year's annual Bazaar raised funds in the record breaking amount of \$3,357.46. With the proceeds, the Super Senior Club gives several donations to local organizations such as elementary schools, Stepping Stones, the food shelf, the Senior Center and three \$500 scholarships to graduating Coon Rapids High School Seniors.

**VOLUNTEERS:** Volunteers are an essential part of the Senior Center program. In 2015, 40 Volunteer Leaders kept 30 regularly scheduled activities organized and running smoothly for the Center. All together, 393 volunteers contributed 33,143 hours to Coon Rapids Senior Services. The Senior Center honestly couldn't provide so many activities without volunteers! In April 2015, Senior Services held the annual Volunteer Appreciation banquet with an attendance of 224. Students from the NW Passage High School assisted with decorating, set up, serving meals and clean up. City employees served the lunch. The event was a huge success.

*Thanks to the City of Coon Rapids  
for their continued support!*

# COON RAPIDS SENIOR SERVICES 2015 ACTIVITY STATISTICS

<u>VOLUNTEER LED</u>	<u>TOTAL</u>
Alcoholics Anonymous	837
Bingo	1,630
Book Club	125
Breakfast Bunch	63
Bunco	708
Cards: Bridge	1,715
Cards: Cribbage	758
Cards: 500	1,928
Cards: Hand & Foot	782
Cards: Pinochle	215
Chess	171
Crafts	346
Creative Writers	642
Crochet/Knit	229
Feed My Starving Children	213
Fitness Class	2,304
For Art's Sake	64
Good Neighbors	243
Goldentones Choir	1,450
Masterpiece Book Club	97
Out To Dinner	112
Parkinsons Support Group	169
Quilting	79
Rubber Stamping	353
Spanish Class	236
Square Dancing	855
Stamp Cutting	144
Vets Coffee	1,133
Walking Club	46
Woodcarving Club	504
Yoga	206
<b>TOTALS</b>	<b>18,357</b>

<b><u>FEE BASED:</u></b>	<b><u>TOTAL</u></b>
1919 Paris Peace Conference Speaker	23
40 <sup>th</sup> Anniversary Party	106
Abraham Lincoln	191
Al & Almas Boat	136
Anoka County Fair	7
April 1865 Speaker	39
Autumn Color Ride	11
B. Sheldon Theater	56
Barn Quilts	56
Battles of Civil War	78
Black Bear Casino	88
Brain Fitness Class	38
British History	55
Castle Ghosts	30
Celtic Legends	29
Cemetery Tour	25
Chanhassen	249
Coda	168
Creative Canvas	9
Culture of War	21
DayTrippers Dinner Theater	38
Defensive Driving 8 Hour	117
Defensive Driving 4 Hour	839
Diamond Joe's Casino	105
Duluth Lights & More	50
Duluth on your Own	21
Flu Shots	24
Foot Care (Mary T., Inc.)	560
Four Women of MN	31
Frank Sinatras Tribute	54
Genealogy Class	99
Georgian Era	11
Geritol Frolics	82
Grandma/Granddaughter Tea	46
Grotto Redemption	37
Guthrie Theater Music Man	93
Haunting of Anoka Masonic Lodge	55
Historic Churches	91
History of Parliament	16
History of US Flags	28
Holiday Boutique	7
Holiday Exhibits	42
Holiday Tea	67
Iraq War	16

<b><u>FEE BASED:</u></b>	<b><u>TOTAL</u></b>
Jackpot Junction Casino	118
Lions Club Concert	100
Little Known Presidents	63
Old Log Theater	82
Our Mighty Mississippi	160
Mexican American War	16
Minneapolis Pops Concert	56
Minnesota Landmarks	41
Monti Party	17
Museum of Russian art	26
New Year's Eve Party	180
Paramount Theater	302
Park Square Theater	36
Plymouth Playhouse	53
Park Square Theater	34
Pearl Harbor Today	17
Perfect Fire Storm	34
President Cleveland	36
Orchestra Hall	75
Red & Friends	150
Saluting the Civil War	49
Scandinavian Adventure	48
Scenic Swans	57
Senior Safety Camp	130
Shopping	60
Silver Bells & Diamonds	94
St. Croix Casino	402
St. Croix Cruise	80
Tai Chi Classes	500
Tea Talks	732
Traveling Thru Russia	30
Treasure Island Casino	201
Trip Around the World	41
Triple Play Trip	82
Veterans Day Event	143
Victorian Tour	44
Vintage Tour	24
VOA Mental Health Counselor	272
Water Color Painting Class	190
Waterfalls & Lighthouses	34
Wine Etiquette	26
Zentangle Class	55
<b>TOTALS</b>	<b>8,834</b>

<b><u>ADDITIONAL ACTIVITIES:</u></b>	<b><u>TOTAL</u></b>
Advisory Council	82
Bazaar	500
Blood Drive Volunteers	48
Crafting Bee	15
Crafter's Lunch/Holiday Tea	44
Gift Shop Volunteers	259
Granny's Closet/Gifts	85
Hamilton: Wooden Toys	30
Hamilton: Bingo	42
Holiday Letters	25
Insurance Counseling	140
Receptionists	395
Senior Companion Meeting	96
Senior Olympics	12
Snowflake Bingo	68
Speaker: Pre-Plan Funerals	43
Speaker: Celiac Disease	5
Speaker: EBook Help	39
Speaker: Macular Degeneration	28
Speaker: CPR	77
Speaker: Power of Attorney	77
Speaker: Navigating Senior Living	36
Speaker: Planning a Move	21
Speaker: Store to Door	6
Speaker: Travel Show	30
Speaker: Free Phone Equipment	11
Speaker: Diabetes	9
Speaker: Avian Flu	9
Speaker: Intro to Shakespeare	20
Speaker: Saudi Arabia	57
Speaker: Books & Beyond	4
Speaker: Tooth or Consequences	8
Speaker: Osteoporosis – Cub	26
Speaker: Leaving a Legacy	55
Super Senior Club Meeting	198
Super Senior Club Ex Meetings	95
Super Senior Club Picnic	40
Tax Assistance	870
Tax Volunteers	199
Travel Shows:	89
Tree Decorating	8
Tree Un-Decorating	8
Van Drivers	300
VFW Holiday Dinner	237

<b><u>ADDITIONAL ACTIVITIES:</u></b>	<b><u>TOTAL</u></b>
VOA: St. Pats	77
VOA: Goldentone Concert	90
VOA: Memorial Day	98
VOA: Thanksgiving Dinner	104
VOA: Holiday Show with Goldentones	96
VOA: Eisenhower Choir	40
VOA: Father's Day	22
VOA Activity: Valentine's Day	95
VOA Activity: 50+ Anniversary	120
VOA Activity: Over 90's Party	90
VOA Activity: Birthday Parties	772
VOA Activity: Mother's Day	78
Volunteer Projects	105
Volunteer Recognition	224
Wacky Wednesdays	106
Youth Safety Camp Volunteers	16
<b>TOTAL</b>	<b>6,579</b>