

At this time, our facilities remain closed, but our services continue and we are actively responding to community needs.

High Demand Programs (May 2020 data)

 Aging & Disability Resources:	March	April	May
Unduplicated clients	474	374	197
Total Calls	790	685	528

Over 49% of these clients are new. Each client interaction is taking 100-150% longer. Calls that would normally be 10-15 minutes are taking 20-30 minutes.

 Meals on Wheels:	March	April	May
Delivered Meals	4,571 (up 42.3%)	7,258* (up 20.9%)	6,521 (up 7%)
# of isolated individuals	226 (up 29.9%)	274 (up 21.2%)	305 (up 11.3%)

* Includes 1000 shelf stable meals

Additional Programs (May 2020 data)



Transportation: In May, there were 94 trips for essential medical appointments, pharmacy pick-up, and groceries; 4,502 miles were driven and 224 hours expended.



Virtual Support Groups: Virtual support groups have expanded to maintain personal connections: Time Together @ Home, Caregiver Support, Parkinson's Support, Alzheimer's and Dementia Support, and online singing groups for individuals with Parkinson's.



COVID-19 Volunteer Response: Expanded volunteer recruitment added 100 volunteers since the COVID-19 crisis began. Volunteers provided 21 friendly well-check phone calls and 25 volunteer tasks such as grocery delivery in May, and 52 help requests were received through our new online request form in May.



Community Outreach: Our committed Outreach staff are working hard to reduce isolation, inform, engage, and connect the community. In May, we saw a 10% increase in Facebook post engagement. Our monthly eNews open rate in May was 45%, which is 24% higher than the national average.



Case Management Programs: We served 263 clients in May with vital in-home care, support, and case management through Medicaid, TSOA, and Family Caregiver Support. Case Managers are addressing issues of fear, grief, caregiver burnout, basic needs, providing information and guidance, as well as obtaining necessary equipment, supplies, and services for their clients.



Personal Protective Equipment: Staff have been working hard to make and acquire masks, gloves, and other essential items to keep clients and volunteers in each of our programs safe! Since mid-March we have distributed 1,221 cloth masks, 1,825 disposable masks, 2,400 gloves, and 92 face shields.

UPDATED: June 12, 2020

A statement from the board and staff of Island Senior Resources:

"We acknowledge and mourn the violence against black lives and people of color that systemically occurs in American society. We are in a collective learning curve of profound importance. As an organization serving the essential needs of Island County seniors, adults with disabilities, and those who care for them, ISR is committed to ensuring equity within all our services and to upholding racial, ethnic, gender, economic, and environmental justice. We invite all members of our community to join us in being informed active allies, speaking up, acting peacefully, and being in solidarity with the culturally diverse communities that make up the whole of who we are."