



BEHIND THE WHEEL

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Navigating Challenges, Prioritizing Impact: A Status Update from AgeWell Services

Three years ago, AgeWell Services adopted a strategic plan that has served as our compass and road map through uncertain times. This plan has guided us in prioritizing projects that:

- Ensure access to healthy lifestyles for older adults.
- Develop the capacity and resilience of our team members.
- Expand outreach into the community.

This strategic map has been critical as we navigate a series of significant obstacles. Inflation sharply increased the cost of raw food, delivery and direct service labor. At the same time, federal funding reductions challenged our ability to maintain service levels. Our team members responded with resilience and innovation by:

- Automating operations across every department to increase efficiency and keep our workforce lean.
- Adjusting programs to be more sustainable and focused on the most vulnerable populations, especially homebound seniors, whose numbers continue to grow with the aging Baby Boomer generation.
- Implementing cash reserve policies to support long-term financial stability.
- Making personal sacrifices, including going without raises and enduring four days of furloughs, to ensure that resources are directed where most needed.

The demand for services is unprecedented — 350+ older adults are currently on our Meals on Wheels waitlist. We've made difficult decisions to prioritize those most at risk, but our commitment to serving with compassion remains unwavering.

AgeWell Services is not just surviving — we are evolving. With a clear strategic vision, a dedicated team, and the support of our community, we are building a stronger, more sustainable future for older adults in our region.

Together, we can ensure that no senior is left behind.

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Mission Statement

AgeWell Services invites you to redefine age! We provide vital connections to keep you nourished, active, learning and living independently.

CONNECTING TO HEALTHY & NUTRITIOUS FOOD

Nutrition remains at the heart of our mission. We continue to expand and adapt our food programs to meet growing demand.

- Meals on Wheels:** Serving homebound seniors with nutritious meals and wellness checks.
- Lunch & Activity Centers:** Providing meals and social engagement in community settings.
- Discount Dine:** Offering discounted meals at local restaurants to promote independence and choice.
- Farm Fresh Bags:** Delivering seasonal produce to support healthy eating at home.



The team is ready to hand out Farm Fresh Bags!

Strategic Direction
Optimizing our Meals on Wheels program to serve even more homebound seniors healthy, nutritious, delicious meals!



CONNECTING TO HEALTH & WELLNESS

Staying healthy in body, mind and spirit is so important as we redefine age. We continue to provide programs that support both physical and emotional health, while encouraging connections and friendships that nourish the soul.

- Wellness Program:** our fitness program is moving in a new direction since leaving Tanglewood Park, with classes heading downtown to the Berkshire office and out into the community.
- Senior Community Activities:** Enrichment activities at locations throughout the community and at our Lunch & Activity Centers.
- Senior Medical Transportation:** Ensuring safe, reliable access to non-emergency appointments.



Fran bringing the energy to a fun class at our downtown Muskegon office!



Senior Transportation dispatchers make sure all of our riders get where they need to go.

CONNECTING TO HELP PROTECT VULNERABLE ADULTS

SafeSeniors brings together partners in Muskegon, Oceana, and Ottawa Counties to help prevent abuse, neglect, and financial exploitation of older adults; to increase reporting; and to identify, support, and seek justice for victims of these crimes.

- SafeSeniors Collaborative:** Outreach to keep older adults safe through prevention & reporting.
- Coordinated Investigations:** Multidisciplinary Teams respond to abuse, neglect & exploitation.
- Elder Abuse Task Force:** Driving systemic change & accountability through training & leadership.



The inaugural Michigan Elder Justice Conference with over 170 attendees was co-hosted by SafeSeniors.

Strategic Direction
Increase outreach efforts. Continue to strengthen state and national partnerships.

Strategic Direction
Expanding opportunities with a total wellness focus including:

- Classes and workshops designed to keep older adults active, engaged, and connected.
- Programs tailored to diverse interests and abilities, promoting lifelong learning and well-being.
- Extended medical transportation hours to accommodate early and late appointments.



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Would you prefer an email version of this newsletter?
Is your name and mailing address correct?
Please contact Jennifer Drury with any changes:
Email: jennifer@agewellservices.org
Phone: (231) 733-8635

Heels for Meals & More

SAVE THE DATE!
April 16, 2026



AgeWell Services Wish List

Senior Transportation Program

Cell phone holders for vehicles (6)
Transmission for car #14

Congregate Meals

Licenses for touch screen check-in app (2)

Senior Center Activities

Resurfacing for art tables (8)

Home Delivered Meals

Folding hand trucks for vans (4)
Cell phone holders for drivers (8)
Commercial grade dishwasher
Commercial grade combi-oven

To fulfill a wish list item or donate to AgeWell Services, please call (231)733-8635 or visit agewellservices.org/support-agewell-services