




COUNCIL ON AGING

Lake County

2017 Annual Report

COUNCIL ON AGING: YOUR TRUSTED RESOURCE SINCE 1972



Joseph R. Tomsick
CEO

As our clients and friends, we enjoy getting to know you, your families and our community. This annual report allows you the opportunity to get to know us and the local impact that our staff and volunteers have had throughout Lake County over the past year.

It is my honor to present to you the Lake County Council on Aging's 2017 annual report.

Our work and our efforts to enhance the quality of life for seniors in Lake County continues to be the driving force for board members, staff and volunteers. Senior citizens are an integral, vitally important part of our community and the Council on Aging continues to forge new ground and create new possibilities for the seniors of today and tomorrow.

I would like to express my most sincere gratitude to the voters of Lake County who showed how important it is to support our seniors. In November of 2017 they overwhelmingly passed the Senior Services Levy with close to 65% voter approval. You inspire us to continue our commitment to serving seniors, building trusting relationships and helping older adults in Lake County age with dignity.

Much of the focus of our work needs to acknowledge the challenges that remain and resolve as many of the gaps and unmet needs of our senior community as possible. Working under the strategic guidance of our board, along with partners from the Senior Services Levy Coalition, the Board of County Commissioners, the Senior Citizens Advisory Panel and several service providers, the Council on Aging will continue to take the lead into the future.

As a launch point for this discussion and in an effort to prepare for the future, we helped host the first ever "Aging in Lake County Conference" in October of 2017. The event was a gathering of professionals to learn, network and share ideas, and featured keynote speaker Dr. Robert Applebaum from the Scripps Gerontology Center at Miami University. It is our collective efforts and thoughts on best practice that will bring us closer to preparing for the future of aging services in Lake County.

We have included a financial snapshot of our agency. We are primarily funded by the Lake County Senior Citizens Services Levy, Title III Older Americans Act through the Western Reserve Area Agency on Aging, various grants, fees, client donations and the kind support of the United Way of Lake County. You will also see the names of the many generous contributors who have given to the Council on Aging, many of whom support us with annual donations. These donors help strengthen the programs we support and the services we provide the senior population of Lake County. I am so grateful to you for your support.

Finally, I am fortunate to work with an incredible team of motivated, dedicated and experienced people who know the key role they play in an ever-aging Lake County. These individuals are passionate about what they do and committed to the seniors we serve and I thank each of them.

Sincerely,

Joseph R. Tomsick
Chief Executive Officer



8520 East Avenue
Mentor, Ohio 44060
(440) 205-8111
www.lccoa.org
info@lccoa.org

MISSION

The Lake County Council on Aging provides aging adults and their support system with services and opportunities that enable them to achieve an optimal, self-defined, quality of life.

VISION

The vision of the Council on Aging is to be recognized by the community as its most valuable resources for aging adults and their support system. In conjunction with community partners, the Lake County Council on Aging will provide the highest level of education, advocacy, services and support.

SERVICES

Established in 1972, the Lake County Council on Aging has worked hard to make a difference in the lives of seniors living in Lake County. The agency plans, provides, develops and coordinates services for all people 60 years of age and older and has established itself as the trusted resource in the county for seniors, their families and caregivers.

In conjunction with community partners and its board of trustees, the Lake County Council on Aging strives to provide the highest level of education, advocacy, services and support. Our entire staff is dedicated to preserving the dignity, independence and peace of mind for the aging population of Lake County.

Programs offered include social work services, information and assistance, Meals on Wheels, senior café lunch, homemaker service, vial of life, options counseling, in-home safety modification, benefits assistance and volunteer opportunities. The agency also partners with Lake Health to provide the Geriatric Assessment Program (GAP) which you can read about in this report. The Council on Aging is Lake County's Aging and Disability Resource Center, providing assistance and counseling services for seniors and those 18 and over with disabilities.

OUTREACH EFFORTS

We strive to help people learn about the services and programs available for seniors in the Lake County community. Through our efforts to outreach with the public, we can identify individuals eligible for assistance, link them to resources, and begin to deliver services through the Council on Aging.

Our agency uses numerous avenues of marketing and services including public presentations, reports, speeches, information tables and booths, flyers, brochures, newspapers, magazines, cable TV, the Web, Facebook, Twitter, Bridge and our weekly radio broadcast, "Our Aging World," on WINT radio.

In 2017, the Council on Aging answered and managed 22,991 phone calls and 1,443 registered visitors to the East Avenue office. This past year 381 outreach efforts meant approximately 43,255 individuals received information on our services. Over 50,000 copies of Bridge were distributed in 2017, while the homepage of www.lccoa.org received 52,678* views by 14,340 users.

*Figure based on average visits reported by Google Analytics.

GERIATRIC ASSESSMENT PROGRAM

CoA is proud to partner with Lake Health to manage the Geriatric Assessment Program (GAP). This multi-disciplinary, outpatient evaluation program is designed to offer assessment of a senior's medical, emotional, cognitive, and functional status, and offer recommendations regarding maintaining health and safety in the community. GAP patients can come from anywhere in northeast Ohio; however, patients who participate in the GAP and are residents of Lake County are easily connected back to CoA for ongoing support and services. In early 2017, the GAP program moved to its current clinic location at the Lake Health SOM Center campus.

• In 2017, the GAP program saw 62 patients

CURRENT BOARD OF TRUSTEES

The Lake County Council on Aging is fortunate to have a very talented and motivated group of people serving on its board of trustees. Our board members come from a rich variety of backgrounds and experiences and are united by our common cause to help the oldest members of our community live a good quality of life.

We would like to thank each of the following individuals for their time, dedication, and commitment to helping support and guide our programs, services and strategic initiatives.



Dr. Lori Stevic-Rust
President
Ph.D., ABPP
Lake Health System



Sunny Masters
Vice President



Brian Rice
Vice President Elect
Griswold Home Care



James R. Jenkins
Secretary Treasurer
Corwin & Jenkins,
CPAs, Inc.



Shannon Cianciola
Manning & Clair
Attorney at Law



Lorraine M. Fende
Lake County, Ohio
County Treasurer



Gini Geffert
Lake County Veterans
Service Commission



Mary McGuinness
Montefiore Hospice



John P. Thomas
Schraff Thomas Law, LLC
Attorney At Law



Kimberly Tutolo
Hospice of the Western Reserve



Rich Wilson
Matrix Tool



Patricia Mackey
Honorary Board Member

CURRENT COUNCIL ON AGING STAFF

Kristi Ballinger
Social Worker

Fran Beale
Social Worker

Dianne Bottiggi
Volunteer Services Manager

Sharon Bralley
Nutrition Aide

Patricia Brassell
Receptionist

Bernardine Brooks
Social Work Manager

Nicole Brown
Social Worker

Jean Carlton
Nutrition Aide

Jamalliah Colón
Nutrition Aide

Selena Cox
ADRC I & A Specialist

Sandra DeMeza
Homemaker

Janet DiCicco
Social Worker

Glynnis Fox
Nutrition Site Coordinator

Maribeth Grablovic
Executive Assistant to CEO

Adrienne Green
Director of Care Management

Barb Henderson
Nutrition Aide

Arielle Hilliard
Nutrition Site Coordinator

Christopher Jochum
HR Manager

Jean King
ADRC Options Counselor

Tereasa Kirkpatrick
Nutrition Site Coordinator

Nancy Krause
Nutrition Site Coordinator

Debi Lambdin
Director of Finance

Dionne Liddy
Nutrition Aide

Rachel Love
Social Worker

Jennifer McLaughlin
ADRC Manager

Catherine Mekulsia
Finance Assistant

Andrea Nash
Nutrition Aide

Nancy Niehus
Director of Community Services

Jim O'Connor
ADRC I & A Specialist

Jackie Oliverio
ADRC I & A Specialist

Danielle Phillips
Homemaker Manager

Tracy Rogan
Benefits Specialist

Mary Rusbasan
Social Worker

Barbara Sawicki
Nutrition Site Coordinator

Ann Schiele
Agency Services Assistant

Isabel Shank
Homemaker

Renee Shea
Nutrition Aide

Renee Sonnie
Nutrition Aide

Susan Swain
Receptionist

Lydia Timperio
Homemaker

Joseph Tomsick
Chief Executive Officer

Joanne Vasquez
Homemaker

Melissa Weber
Social Worker

Ola Westerfield
Homemaker

Kathy Wingo
Nutrition Services Assistant

Sharon Zuzek
Nutrition Aide

SOCIAL WORK SERVICES

Thanks to funding from the Lake County Senior Service Levy, the Council on Aging is able to offer social worker services at no cost to Lake County residents age 60 and over to help older adults live safely and independently in the community. Our goal is to provide broad-based services that meet the needs of our clients and their families. From evaluating and screening for COA services such as home-delivered meals, to assisting clients who may be experiencing multi-system, complex needs, our social workers provide support and assistance.

There has been an identified need for more intensive services for clients who more frequently present to the Council on Aging with multi-system needs. Advanced age, dementia, mental and physical illness, poverty, substance abuse, and limited family support are all factors that necessitate a comprehensive and collaborative approach to service delivery.

Generally, social workers provide an in-home assessment and consultation; development of an individualized care plan; education, counseling, and support; referrals and linkages to available resources. The care plan links each client's individual needs with support and referral assistance to a myriad of community services. Our goal is to empower older adults to achieve successful independent living.

2017: Social Work Services:

- Provided services to 1,257 unduplicated seniors
- Provided 1,906 in-home visits
- Completed 553 new client psychosocial assessments
- Completed 408 annual reassessments
- Completed 11,287 total units of service

(A "unit" is a service activity—time amount varies)

THE AGING AND DISABILITY RESOURCE CENTER (ADRC)

In partnership with the Western Reserve Area Agency on Aging, the Lake County Council on Aging serves as the ADRC for Lake County. The ADRC provides services to residents who are aged 60 and over, as well as those aged 18 and over with a disability. The premise of the ADRC is "there is no wrong door," and it functions as a starting place for accurate, unbiased information on all available community services and supports. There are three core services offered through the Lake County ADRC, Information and Assistance, Options Counseling and Benefits Assistance.

Information & Assistance (I&A)

Information & Assistance is a core service of the ADRC. I&A specialists assist callers to determine their needs, and consider what services and programs are available in their area to meet their specific needs. Callers may not know to ask for a service by name, so it is important that I & A specialists take the time that is needed to establish a personal rapport, explain the role of the ADRC, and how they will work in collaboration with the person to understand all of the individual's concerns, and be able to offer potential resources and solutions that the individual will choose as their next steps. Some areas of assistance include: housing options, transportation, personal care, respite care, and legal services. When appropriate, I&A specialists follow up with individuals to ensure the information provided was beneficial and offer other resources if necessary.

2017: Provided 4,515 Information and assistance contacts. At least 60% of the contacts were aged 60+.

Options Counseling

Options counseling assists individuals in need of long term care support to make informed choices about the services and settings that best meet their needs. The service encourages the use of community-based options to allow people to live as independently as possible in the setting of their choice. Individuals and caregivers receive unbiased information about a range of long term care support options, such as personal care services and transportation, along with the resources to help pay for services. The program also provides decision-support to identify next steps in the process and help in connecting with services if needed.

2017: Provided a total of 559 hours of options counseling assistance to 291 unduplicated individuals (97% were aged 60+).

Benefits Assistance

Benefits assistance works closely with ADRC services I&A and options counseling, in addition to Council on Aging social workers. The benefits specialist provides information about public and private benefit programs including entitlement programs such as Social Security, Supplemental Security Income, Medicaid, Supplemental Nutritional Assistance Program, and Homestead Tax Credit. Assistance is also provided with the Home Energy Assistance Program (HEAP), Medicare Savings Programs and Extra Help. Unbiased information and assistance related to Medicare is provided through Ohio Senior Health Insurance Information Program volunteers.

2017: Provided a total of 726 hours of benefits assistance to 749 unduplicated individuals. Of these individuals 95% were aged 60 and over.

2017: 9 Ohio Senior Health Insurance Information Program (OSHIIIP) volunteers provided Medicare information, education and assistance to 1,967 individuals totaling 688.5 volunteer hours of assistance.

SENIOR NUTRITION PROGRAMS

Senior Café (Congregate Meals)

Three dine-in lunch sites are conveniently located in Lake County senior centers and offer our guests a hot, nutritious weekday lunch. In 2017, over 500 guests were served 28,556 meals. Some participants come nearly every day for companionship in addition to their meal, and others just come by occasionally when they are in the building for other activities. Everyone is welcome and participation at senior center activities is encouraged, but not required. However, pre-registration is necessary for meals so please stop by in advance to see what you've been missing!

2017 CONGREGATE LUNCH MEALS BY LOCATION

Congregate Lunch Site	Total by Site
Eastlake	7,623
Madison	5,416
Wickliffe	15,174
Senior Day at the Fair	343
Total Congregate Meals	28,556

Home-Delivered Meals

As the number of Lake County seniors continues to increase, so will the need for home-delivered meals to our homebound residents who are unable to prepare their own meals. Council on Aging staff and volunteers prepared and delivered 164,298 meals in 2017, an 11% increase from 2016! Clients are served a hot meal five days a week with a frozen meal option to cover weekends. Our clients look forward to a daily meal and friendly smile from their volunteer driver while friends and family members take comfort in knowing their loved is being visited once each day.

2017 HOME-DELIVERED MEALS

Home Delivered Site	Total by Site
Eastlake	34,162
Madison	15,425
Mentor	44,423
Painesville	37,857
Wickliffe	21,233
Passport Meals	10,511
Other	687
Total home delivered	164,298

Funding for the senior nutrition program comes from a variety of sources. The Lake County Senior Services Levy provides funding for a significant portion of the meals. These local dollars help keep our older residents healthy, properly nourished, and assure that someone is looking in on them regularly. Additional funding is provided by the Older Americans Act through the Western Reserve Area Agency on Aging and the United Way of Lake County provides critical funding specifically for the congregate lunch sites. The Lake County Council on Aging nutrition program has also been the recipient of grants awarded through Walmart Foundation, Grainger Foundation, Griswold Cares Foundation, Meals on Wheels America and Subaru America. Meal participants are offered an opportunity to contribute to the cost of their meals through an anonymous donations system. This process assures no one is turned away due to their inability to pay for their meal.

HOMEMAKER SERVICES

As people age, everyday household chores become increasingly difficult. The Council on Aging's Homemaker Program is a light housekeeping program committed to helping Lake County seniors sustain independent living by performing house hold chores they can no longer do or need assistance in completing. Our homemakers provide a range of light housekeeping duties, socialization and a safety check in order to promote a clean, safe and comfortable living environment for our clients.

Services include cleaning the kitchen and bathroom, light dusting and vacuuming, changing bed linens, emptying garbage and mopping. The cost for the homemaker program is based on a sliding fee scale.

2017: Provided 3,765 total units of Homemaker Services to 249 Lake County senior households.

FUNDING

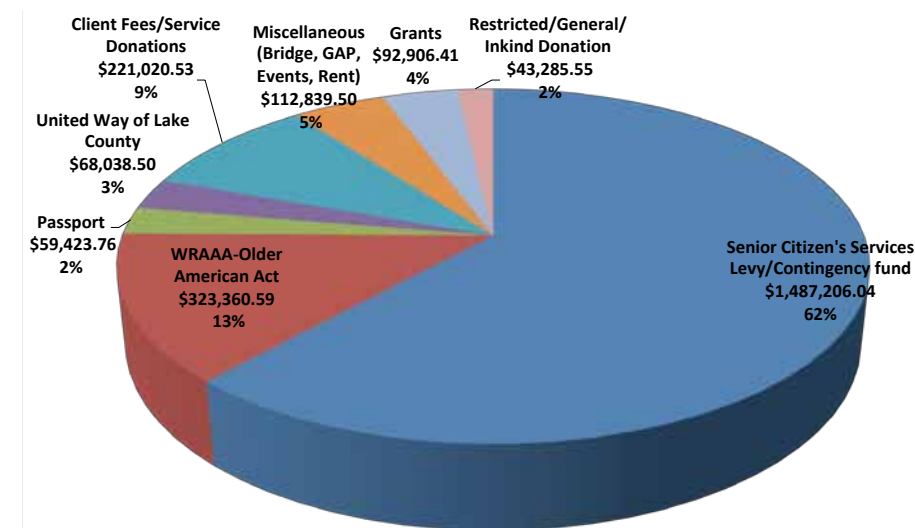
The Lake County Council on Aging is funded primarily through the Lake County Senior Citizens Services Levy, Title III Older American Act Awards through the Western Reserve Area Agency on Aging, the United Way of Lake County, various local/national grants, fees and donations. We are humbly grateful to the hundreds of individuals who are listed within this report who made financial contributions to the Council on Aging in 2017.

Approximately 61.76% of the Council on Aging's 2017 operating funds were received from the Lake County Senior Services Levy. We are sincerely appreciative to the residents of Lake County for their ongoing and future support of this levy.

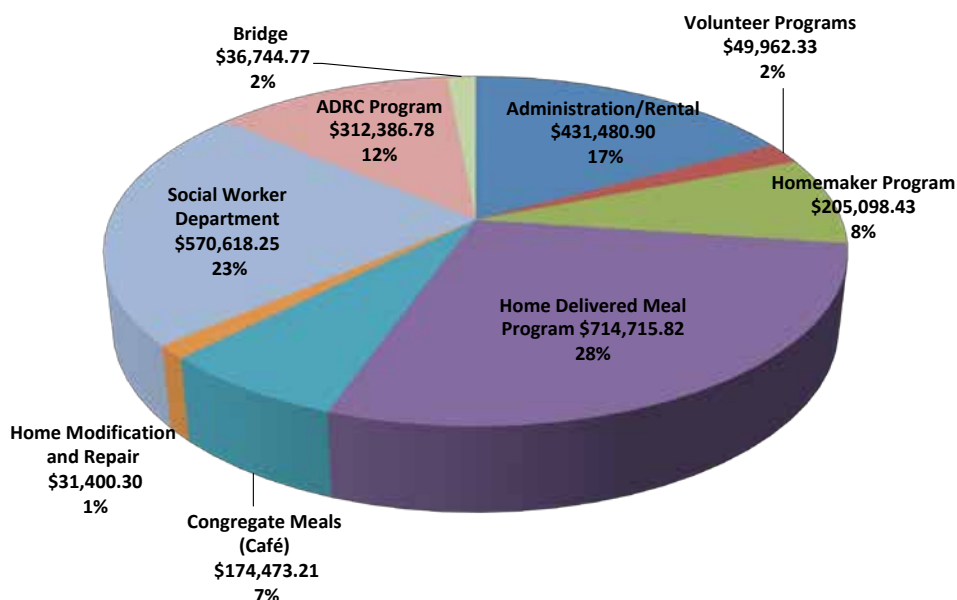
In 2017, the agency applied for and received various grants from the Grainger Foundation and Walmart Foundation (to purchase meals delivered to homebound seniors), Jean Griswold Foundation (for low income seniors' home safety equipment/repairs), Western Reserve Junior Service League (improvements for the HELP equipment storage/security), and Meals on Wheels America grant funds (Share the Love campaign).

Together, these dollars financially support a range of programs for the Council on Aging to advocate for Lake County's senior population and help them remain within their own homes and community.

2017 Operating Revenue By Source (Unaudited)



2017 Operating Expenses By Department (Unaudited)



The Lake County Council on Aging is funded primarily through the Lake County Senior Citizens Services Levy, Title III Older American Act Grants through the Western Reserve Area Agency on Aging, the United Way of Lake County, various grants, fees and donations, and your generosity and support.

HEALTH EQUIPMENT LENDING PROGRAM (H.E.L.P.)

The Council on Aging accepts donations of gently-used medical equipment that is checked for safety, cleaned, sanitized, and made available to Lake County seniors in need, free of charge. Examples of the equipment which is accepted and may be available in our inventory include: walkers and rollators, wheelchairs, tub seats and transfer benches, canes, bedside commodes, and incontinence supplies.

2017: Provided 1,435 pieces of equipment to the Lake County community

COMPUTER EDUCATION

The Council on Aging is proud to continue our partnership with the Willoughby-Eastlake Public Library to offer free basic technology classes for Lake County seniors! The classes are designed to help seniors achieve goals through hands-on experience and expert instruction.

• Offered 20 hours of computer training, through 13 different classes attended by 93 seniors.

OUR GENEROUS DONORS

We deeply appreciate the foundations, corporations and individuals who fund the Council on Aging and partner with us in achieving our mission. We are grateful for their generosity. Our ability to achieve our vision would not be possible without their partnership and we recognize with much gratitude those who donated in 2017.

<p>\$2500+ Lake Health Meals on Wheels America The Grainger Foundation Walmart Foundation</p> <p>\$1000-\$2,499 Baker Hostetter Griffin Technology Group Griswold Home Care Foundation Schraff & King Co., LPA Visiting Angels of NE Ohio Western Reserve Junior Service League</p> <p>\$500 - \$999 William Baeslack Carole Czeck Heather Kincaid Colleen McCarthy Alison Masters Dr. Lori Stevic-Rust Joseph Tomsick Agile Medical LLC Eaton Family Credit Union Enpac LLC Griswold Home Care Lakeland Community College Laketrans Johnson Funeral Home Reminger, Attorneys at Law Sunset Industries University Hospital Geauga Medical</p> <p>\$250-\$499 Annette Arcaro Donald Castora Lorraine Fende James Jenkins Cynthia Klein Jean Schramke Patricia J. Schraff John P. Thomas Dr. & Mrs. Wayne & Coletta Wiley Richard Wilson Advanced Audiology Concepts Association of Specialists in Aging Best Solutions Medical Supplies Carver Financial Services Corwin & Jenkins, CPA's Inc. Dr. Lori Stevic-Rust, PhD, ABPP Erie Bank Hospice of the Western Reserve Lake County Veterans Service Commission PeerPlace Networks LLC Taylor Made Homecare</p> <p>\$100-\$249 Wesley Alanen Aimee Butler Donald Castora Shannon Cianciola Andrew Cimino D. Ernes Faye Gary Albert Hehr, Jr. Esquire Rena Hirz Charles Kocher David Mitchell Ann Nasky Brian Rice Rita Schaff Paula Seger John Tercek Richard Terriaco Kimberly Tutolo Wanda Wareham Rich Wilson Erin Znidar Aging Services Network of Euclid Beacon Health Bella Bare Hospice Capital Health Home Care Caring Connections/ Geriatric Care Management Continuum Home Care Eastlake Baptist Church</p>	<p>Elite Personal Fitness Grande Pointe Healthcare Home Instead Kabb Law Firm Kemper House Highland Hts. Kurt Law Office, LLC Lake Metroparks MC Sign Company Mentor Woods Skilled Nursing and Rehabilitation Progressive Insurance Foundation Sievers Security Symphony at Mentor Wickliffe Country Place</p> <p>\$1-\$99 Erica Acheson-Dunay Frank Adamic Stella Balale Anthony Barabani Alyea Barajas Susan Bole Chelley Bond Elise Borovicka Daniel Brown William Buckman Debra Catalano William Chepla Michael Cumming Carole Czeck DeFranco Family Robert DeGraff Rose Derk Helen Douglass Robert Dubbs Gini Geffert David Gilmer Maribeth Grablovic Joseph Gruden Richard Gundelach Robert Hayes Mary Ann Hespen Deacon Paul Hlabse Jane Hollinger Natalie Hopper Richard Wilson Norma Hutter Mary Irwin L. Faye Johnson Mark Johnson Richard Kasunic Richard Katila Elmer Kish Robert Knaus Richard Kocemba Judith Kozlowski Jeff Luecht Diana Luning Judith McCracken Mary McGuinness Cheryl Miller Richard Morgan James Mulroy Michael Naypauer Donna Noble Florine O'Ryan Dave Paluckas Michael Peppard Virginia Plecha Tracy Radonich Jim Rhodes Brian Rice Douglas Ritley Richard Robie Janis Roth Cynthia Salacienski Ken Sawicki Judy Schmidt Virginia Sierputowski Marion Slejko John Smoggie James Spence Naomi Spiro Suzanne Staiger Betty Stiles Judith Taylor James Theiling Eileen Thomas Jacquelin Vaigl Irena Valaitas Herman Volpe</p>	<p>George Whalley Joey White Robert Williams Timothy Zmcek Rosemarie Zupancic</p> <p>IN HONOR OF DR. LORI STEVIC-RUST Jewish Federation of Cleveland</p> <p>IN MEMORY OF GEORGE & BEVERLY KASUNIC Diane Quior</p> <p>IN MEMORY OF BARBARA SHERRY Margaret Hoban Gary Melari</p> <p>IN MEMORY OF BETTY COOK Rose O'Neill</p> <p>IN MEMORY OF BEVERLY KRUEGER Charmaine Houser Raymond Poshedley James Linhart Thomas Majewski Michael Naypauer Mayfield Collision Center Progressive Insurance Corp. Law Dept.</p> <p>IN MEMORY OF CAROLE SCHAAB The Deligianis Family</p> <p>IN MEMORY OF CLINT BLAZEK Dennis Montrella Matt Jennings Robert Hottis Thomas McCoy William Wallace David Hoffman Jeanne Solomon Crown of Life Lutheran Church</p> <p>IN MEMORY OF EMILY SERIAN "NANA" Charles Pona Ellen Forbus Edward Ott Gregory Wright Duane Donovan Brian Rice Douglas Yates Betsy Parke Mark Johnson David Licate Doug Rust Joseph Tomsick Joann Bugacki DeFranco Family Ed Niles Leo Zimcosky Carol Dolan Carolyn Overman Patricia J. Schraff</p> <p>IN MEMORY OF HAROLD & ROSE WILEY Dr. & Mrs. Wayne & Coletta Wiley</p> <p>IN MEMORY OF HARRY R. MILLER Cheryl Palmer</p> <p>IN MEMORY OF JOHN S. CROCKER Donald Schweibinz Amy Diamond Susan Marinac</p> <p>IN MEMORY OF LILLIAN SCHUSTER Bobette Kruter</p> <p>IN MEMORY OF LOUISE HOOVLER Norman Hoovler</p> <p>IN MEMORY OF LYNN R. SHULL Lyle Shull</p> <p>IN MEMORY OF MARIANNE BLYSTONE Leon Cleverly</p> <p>IN MEMORY OF MARLENE SIDEWAND Ralph Sidewand</p> <p>IN MEMORY OF MARY FISCHER Russell Fischer</p> <p>IN MEMORY OF NANCY COLLINS Harold Collins</p>	<p>IN MEMORY OF NELLY HAMILTON Betty Wachs</p> <p>IN MEMORY OF PHOEBE THOMPSON Donald Wallis David Klimovich D. David Ohler Patricia Andrews Susan Bole Harold Dennis Faye Gary Samuel Murdock Carol Stark William Young Marilyn Decker Arlene Patti Patricia Walton Sharon Ziburis C. Leroy Anderson Gary Cantrell II Don Cole Eileen Eckart Ronald Parmeter Dennis Rupert Nancy Schaefer Jontae McGrew Linda Smith Wingerter</p> <p>IN MEMORY OF ROBERT KRESJA Chris Katona John Katona Gabrielle Thompson Karen McTigue Barbara Petross</p> <p>IN MEMORY OF RUSS STEVENS Pat Stevens</p> <p>IN MEMORY OF RUTH STUMP AND RICHARD MOISY Nancy Benes</p> <p>IN MEMORY OF SHIRLEY BABCOCK Elizabeth Santell</p> <p>IN MEMORY OF SYLVIA GREERIS Robert Myotte</p> <p>IN KIND Artists Uncork'd Axa Advisors Busy Bees Pottery & Art Studio Cherished Companions Home Care Cleveland Browns Cleveland Candle Co. Cleveland Cavaliers Cleveland Monsters Confectionary Cupboard DaWayne Watkins McDowell Homes Eat 'n Park Finestra Gallery Game of Mentor Global Real Estate Advisors Inc Gloria Jean's Coffees Great Lakes Mall Julie's Originals Ladies and Gentlemen Salon Lake County Captains Local Tavern Fish Bar Medallion Contract Lighting Ohio Lottery Commission Pacer's Sports Bar & Grill Paige Food Services Inc. Parkside Care Corp. Petitti Garden Center Red Wine & Brew Scores Fun Center Spats Cafe Texas Roadhouse Vern & Ozzy's Sports Apparel Willoughby Brewing Co. WINT Integrity Radio</p> <p><i>...and the hundreds of seniors who made regular donations toward their meals in 2017!</i></p>
---	---	---	--

HOME MAINTENANCE, MODIFICATION & REPAIR

Falls are the #1 cause of accidents and injuries in our older residents, and fear of falling can interfere with enjoying life. The Home Maintenance, Modification & Repair (HMMR) program installs home safety equipment to provide support for daily activities. Contracted handymen install safety features such as indoor and outdoor railings for steps, hand grips for steadiness at entryways, handheld showers for bathing convenience, and grab bars in bathrooms, tubs and showers. Clients pay for the fixtures and the labor is assessed on a sliding fee scale and subsidized by the Lake County Senior Services Levy.

2017: 186 clients were served and over 400 safety fixtures were installed in Lake County senior households

OUR APPRECIATED VOLUNTEERS

Now and throughout our history, volunteers have been essential to the Council on Aging, our staff and the consumers we serve. For all the ways they share their skills, warm smiles and open hearts, we thank them.

Adams, Raymond
Aderhold, Christine
Akins, Nicholas
Albanese, James
Alecci, Debbie
Allison, Troy
Anderson, Aubrey
Anderson, Dennis
Antos, Barbara
Archinal, David
Archinal, Kelly
Arnold, Stephen
Aten, Elizabeth "Libby"
Avery, Alayne
Baeslack, Shelley
Baker, Beatrice
Baker, Gale
Bala, Melanie
Ball, Kay
Ball, Sierra
Ballinger, Kristi
Balog, Caroline
Balogh, Dorothy
Baltus, Bob
Baltus, Mary
Banerjee, Ashoke
Banerjee, Swapna
Barajas, Alyea
Barnard, Elaine
Barressi, Heather
Bartholomew, James
Bartlebaugh, Beverly
Barton, Paula
Behrens, James
Berlin, Sandy
Biasotti, Bill
Birchford, Sandy
Bissell, Hermon "Skip"
Bittinger, Linda
Bittinger, Robert
Blazek, Sally
Bockhoff, Peggy
Boka, Carla
Bordelon, Clarence
Bork, Amy
Bosich, Frank
Boswell-Voorhees, Joan
Brancel, Scott
Brandt, Charlene
Bray, Eddie
Bray, Mary
Breedlove, Linda
Bregitzer, Don
Brennan, Carol
Brewer, John
Briar, Joanie
Briar, Patricia
Bricker, Arthur
Brodnan, Mike
Brodsky, Daniel
Bromelmeier, John
Brooks, Bernie
Brothag, Rhia
Brown, Audrey
Brown, Debra
Brush, Jean
Buckman, Beth
Budreo, Craig
Burke, Tracey
Burton, Algy
Buschman, Tom
Butterfield, Holly
Buzanski, Mary Ellen
Buzanski, Ray
Cahill, Regina
Canzone, Loretta
Casey, George
Caswell, Clem
Caswell, Deborah
Cavallaro, Bonnie
Cavallaro, Dennis
Cayabyab, Purisima
Cervella, Charlotte
Chadwick, Loretta
Cheers, Ray
Chom, Iva
Christie, Phyllis
Christoff, Patricia
Christoff, William
Chuha, Regina
*Cianciola, Shannon
Ciarcia, Terry
Cindric, Vera
Cintula, Geraldine
Claffin, James
Clark, Aaron
Cogan, Daniel
Coletta, Mauro
Connell, Joe
Cornik, Mike
Corrigan, Tom
Cortnick, Mike
Craff, Kathleen
Craig, Dave
Craven, Matthew
Crawford, Christine
Crognale, Victoria
Curtiss, Lorna
Czeck, Carole
Danko, Barry
David, Carol
Davis, Lisa
DeAngelo, Marie
Delamotte, Abby

Deliere, Heather
DeMichele, Tammie
Denison, John
Deptowicz, Amy
Dew, Kate
Diaz, Masda
Dietz, Edward
DiFranco, John
Digjorgi, Anthony
DiMare, Denise
Dittmar, Clarice
Dixon, Nicole
Doeing, Mary
Dohm, Frank
Dombek, Frank
Doty, Pat
Downs, Shirley
Ducsay, Kaye
Ducsay, Robert
Dunham, Char
Dunham, Richard
Durkee, Michael
Dyckman, Lois
Eberling, Frank
Edwards, Deborah
Edwards, Wendy
Eicher, Cynthia
Eicher, John
Eiting, Doug
Elgin, Judie
Elgin, Walter
Elsaesser, James
Erb, Thomas
Erbaugh, Sharon
Erbaugh, Tom
Evans, Thomas
Fairman, Shawanna
Falcone, JoMarie
Farone, Marian
Farone, Robert
Fatiga, Donald F
Faught, Laura
Fawcett, David
Fawcett, Gordon
Fawcett, Irene
Fawcett, Margaret
Felters, Ron
*Fende, Lorraine
Fenton, Mary
Fenton, Mary
Ferritto, Marianne
Field, Irving
Fischer, Sandra
Forbus, Ellen
Forrai, Robert
Franzen, Diane
Fried, Stephen
Fried, Steve
Fruscella, Roxanne
Fuhman, Raymond
Bromelmeier, John
Brooks, Bernie
Brothag, Rhia
Brown, Audrey
Brown, Debra
Brush, Jean
Buckman, Beth
Budreo, Craig
Burke, Tracey
Burton, Algy
Buschman, Tom
Butterfield, Holly
Buzanski, Mary Ellen
Buzanski, Ray
Cahill, Regina
Canzone, Loretta
Casey, George
Caswell, Clem
Caswell, Deborah
Cavallaro, Bonnie
Cavallaro, Dennis
Cayabyab, Purisima
Cervella, Charlotte
Chadwick, Loretta
Cheers, Ray
Chom, Iva
Christie, Phyllis
Christoff, Patricia
Christoff, William
Chuha, Regina
*Cianciola, Shannon
Ciarcia, Terry
Cindric, Vera
Cintula, Geraldine
Claffin, James
Clark, Aaron
Cogan, Daniel
Coletta, Mauro
Connell, Joe
Cornik, Mike
Corrigan, Tom
Cortnick, Mike
Craff, Kathleen
Craig, Dave
Craven, Matthew
Crawford, Christine
Crognale, Victoria
Curtiss, Lorna
Czeck, Carole
Danko, Barry
David, Carol
Davis, Lisa
DeAngelo, Marie
Delamotte, Abby

Hocevar, Mimi
Hoffman, Amy
Hooper, Randy
Horvath, Kay
Horwitz, Susan
Houghton, Judith
Howard, Susan
Howell, Kathy
Hrovat, Loretta
Humble, Katie
Hummel, Mia
Hurley, Dennis
Huszczko, Carrie
Ianiro, Luigi
Jackson, Laurie
Jacobs, Margee
Janicki, Terry
Jankowski, Dorothy
Jaras, Anna Mae
Jefferies, Samantha
*Jenkins, James
Johnson, Christine
Johnson, Gary
Johnson, Mildred
Johnson, Walter
Jones, Ken
Jones, Kimberly
Judnick, Sandra
Kalman, Donald
Elgin, Judie
Kapostasy, John
Kasseman, Stan
Kaszei, Brittany
Kaufman, Karen
Kaufman, Stanley
Keach, William
Keck, Kenneth
Kee, Michelle
Kelley, Lynn
Kelso, Joan
Kiel, Candace
Kilroy, Marilyn
Kincaid, Jeanne
King, Dolores
King, Scott
Kingzell, James
Kinneberg, Kristen
Kinsey, Andrew
Kinsey, Diane
Kish, Ken
Kitchen, Martha
Klooc, John
Klingler, Hilde
Kloock, Donna
Knaus, Robert
Knific, Zita
Kobylski, Sue
Koeller, Diane
Koepl, Joann
Kohut, Patricia
Kolecky, Lisa
Kolleda, Christopher
Kothari, Bob
Kozich, William
Kramer, Stacy
Krech, Gary
Krech, Susan
Kroeger, Daniel
Krstolic, Ken
Krstolic, Lynda Joy
Kukura, Suzanne
Kurlich, Jackie
Labadie, Ona
LaBant, June
Lagoni, Renee
Lane, Keith
Lane, Terry
Lanese, Rosetta
Lapinskas, Patricia
Lariccia, Dawn
Larry, Meyer
Lauria, Nicole
Lechner, Carolyn
Leiby, Betty
Leiden, Bruce
Lekson, Helen
Lekson, Lud
Leone, Laura
Leone, Marge
Leppert, Mark
Lewis, Debbie
Lewis, Theresa
Lieb, Carol
Liikala, Dale
Lilley, Bud
Lipovic, Judy
Livingston, Joyce
Logan, Laurence
Lorek, Alford
Lorenzo, Bob
Love, Rachel
Lucas, Sheila
Luekey, Harold "Bill"
Lui, Mary Ann
Lynch, Kelly
Lytle, Cheryl
Lytle, Rick
MacIntyre, John
Mackey, Patricia
Majeski, Gloria
Malek, Dave
Malovrh, Frank
Mangia, Bruno
Maniglia, Bruno
Maniglia, Rosemary

Manning, Jean
Mannion, Paul
Margalis, William
Marrie, Ashley
Marlich, Wanda
Martin, Dan
Martin, Thomas
Martinez, Sam
Mason, Stephen
Massey, Denise
Masters, Sunny
Matetic, Cheryl
Matt, Marzello
Mattice, Cheryl
Maurer, Larry
Maxwell, Barry
May, Janet
Mazurek, Nancy
Mazurek, Ronald
Mazzocco, Alyssa
McBride, Susan
McCarthy, Colleen
McCoy, Lorene
McCoy, Paul
McCullough, Anastasia
McGiffin, Katherine
McGinnis, Amy
McGinnis, Sean
*McGuinness, Mary
McIndoe, Sally
McKernan, Mary
McKnight, Harvey
McLaughlin, Jennifer
McNaughton, Debbie
McNeil, Linda
Medlen, Diane
Medlen, Tom
Megery, Amy
Meghan, Frank
Mendrala, Bonnie
Mengelkamp, Tom
Merkel, Dave
Messner, Ron
Metenyi, James
Metti, Raymond
Meyer, Dolores
Michalski, Joseph
Miller, Angeline
Miller, Carol
Miller, Jayne
Miller, Laura
Miller, Richard
Mindy, Clause
Minton, Lesley
Mintof, Robert
Misenko, Andrew
Mismas, Branka
Mistler, Joann
Mitani, Nichol
Moffett, Karen
*Moran, Susan
Morgan, William
Morris, James Joseph
Moses, Kristie
Moster, William
Mulhauser, Judy
Mullec, Laurie
Munaretto, Judy
Nealis, Cathy
Newcomer, Susan
Niehus, Nancy
Nolan, Kim
Norberg, Gary
Nurdyke, Joyce
Oberdoerster, Karla
Oberdoerster, Tim
Oboczky, James
Oldani, Debbie
O'Linn, Susie
Oliverio, Nicholas
Olivo, Elsie
O'Malley, Christine
Orazen, Becky
Ortiz, Juan
Overberger, Budd
Overberger, Della
Overberger, Michael
Ozello, Patricia
Page, Jane
Page, Roy
Pahula, Michael
Paluckas, David
Panther, Courtney
Papadakis, Nicholas
Paradiso, Patty
Parke, Betsy
Patfield, Lawrence
Patrick, Rodney
Patrick, Susan
Patt, Donald
Patton, Diane
Patton, Donald
Patton, Kevin
Pepoy, Norma
Peppard, Michael
Perekssta, Pamela
Perry, John
Peters, Margaret
Peters, Rae
Petrello, Janet
Petroff, Barb
Petti, Jennifer
Petti, Stephen
Piloti, Kate

Pilotti, Ken
Piros, Karen
Pittsenberger, Jeff
Piunno, Christine
Pollard, Sandra
Pope, Judy
Preto, Sylvia
Prunty, Dianne
Pullen, Ken
Pysarchuk, John
Quinones, Lee
Radekevich, Barbara
Radonich, Patricia
Ragupathi, Senthil Kumar
Raishart, Francis
Raishart, Marilyn
Ramsay, Mike
Raymer, Mark
Razek, Marilyn
Reddick, Barbara
Reed, Lynn Marie
Reid, Sr., William
Remec, Jeanette
*Rice, Brian
Rickits, Mary
Riley, Christine
Roberts, Helen
Robinette, Coleen
Robinson, Richard
Rose, Meaghan
Ross, John
Ross, Karen
Ruff, Marge
Runyon, Jacqueline
Ruolo, Maria
Rupert, Jerry
Rupert, Ruth Ann
Saletel, Judy
Salingler, Claudia
Salingler, George
Sandrey, Michael
Sanners, Sally
Sassano, Kathy
Sawyers, Bill
Sbrocco, Lois
Sbrocco, Michael
Schoerbo, Jennifer
Schaefer, Melissa
Schaefer, Ronda
Schall, James
Schall, Jim
Schimmelman, Susan
Schleicher, James
Schmidt, Linda
Schmidt, Pamela
Schmidt, Robert
Schock, Del
*Schraff, Patricia
Schreckengost, Jack
Schreckengost, Mabel
Schudel, William
Semik, Christine
Shary, Randolph
Shary, Richard
Sheldon, Joyce
Shriver, Kitty
Sidewand, Cathy
Siggins, John
Siggins, Marie
Simandle, Alice
Sirko, Peggy
Sironen, Joseph
Sironen, Rose Mary
Skehan, Susan
Skiba, Carol
Skouby, Robert
Slattery, Bill
Small, Elizabeth
Smith, Joyce
Smith, Mary
Smith, Pam
Smith, Pamela
Smolik, Greg
Soeder, Diana
Sowa, Mark
Spinner, David
Spring, Joan
Stanek, Lawrence
Stanicki, Jeff
Stefanic, Laura
Stenger, Robert
Stevens, Pat
*Stevic-Rust, PhD, Lori
Stewart, Michelle
Stiles, Betty
Stipkovich, Mark
Stokley, Faith
Stone, Maxine
Stoneman, Nancy
Stoneman, Paula
Strand, Ronette
Stratz, Robert
Strong, Darlene
Sullivan, Pamela
Summers, Tim
Sutch, Christine
Swinehart, Gary
Peters, Rae
Szuter, Alicia
Szuter, Edward
Szymanski, Carol
Szymanski, Ray
Taraska, Barbara

Tarlosky, John
Taylor, Kathleen
Teare, James
Temple, Kimberly
Teschke, Cathy
Theiling, Jim
*Thomas, John
Thompson, Jeffery
Tomasik, Kathy
Torok, Rose Marie
Toth, Martin
Tribby, Carolyn
Trice, Beth
Triplet, Betty
Tripodo, Carmela
Troha, Bob
Troha, Frank
Trowbridge, Mathew
Trozzo, Cheryl
Turk, Shelley
Turk, Carol
*Tutolo, Kimberly
Vaccairello, Sheila
Valencic, Charlotte
Valeri, Angela
Veneri, Christine
Vidovic, Trishia
Virmelson, Lisa
Vogel, Derek
Volpe, Herman
Vosicky, Susan
Vozel, Kay
Waddington, Sharon
Wagemaker, Arlene
Waggle, James P.
Waite, Daryl R.
Walsh, Rae Lynne
Walters, Donna
Walters, James
Ward, Tom
Watson, Mary
Weber, Gary
Weber, Melissa
Weglarz, Frank
Weintz, Phillip
Weiss, James
Weiss, Lori
Wells, Kimberly
Wentz, Joyce
Wilder, Eileen
Williams, Jacqueline
Wilson, Bruce
*Wilson, Rich
Woidtke, Tracy
Wojciechowicz, Michael
Wollerman, Wayne
Wood, Vicky
Woodworth, Marianne
Wright, Melissa
Wyrmer, Teresa
Yates, Tom
Zadd, Daniel
Zadd, Donna
Zalar, Jane
Zaller, John
Zanko, Beth
Zerman, Charles
Zerman, Mary
Zivkovich, Ed
*Zwaggerman, Cameron

2017 Adopt A Routes
Association of Specialists
in Aging (4 Routes)
Avery Dennison
Cardinal Woods
Creative Solutions
ENPAC
Griswold Home Care
Glacier Insurance Agency
Heartland of Mentor
Lake County
Commissioners
Lake County
Council on Aging
Mentor Woods
Madison Health Care
NIMS CPA
Polyflex
TT Electronics Painesville
Taylor Made Homecare
Visiting Angels
Western Southern
Insurance
Wickliffe Country Place

* Denotes board members

VOLUNTEER OPPORTUNITIES

Volunteers make the difference in the lives of all the clients of the Lake County Council on Aging. Through multiple programs, these individuals deliver Meals on Wheels, help pack lunches, listen as friendly visitors, grocery shop for homebound seniors or help by supporting our staff through various special projects. We sincerely thank every one of them and invite you to find a volunteer opportunity with us.

2017: The Lake County Council on Aging was supported by 649 volunteers.

According to www.independentSector.com, the national value of a volunteer's time in 2017 was \$24.14 per hour, which means the value of the Council on Aging's volunteer's efforts was worth \$860,301.

The Lake County Council on Aging completes a background check on every volunteer, to ensure safety of our clients.

Meals on Wheels Drivers – Meals on Wheels provide nutritious meals and daily contact from a dedicated staff of volunteers. The program supports independence while promoting the social, physical, and emotional well-being of seniors. The program consists of volunteer drivers who deliver meals to home bound seniors on specified routes Monday through Friday.

Friendly Visitor – Friendly Visitor volunteers provide companionship to Lake County seniors who have few opportunities for social interaction. These visits are made on a bi-weekly basis.

Grocery Shopping – Grocery Shopping volunteers schedule and visit clients who can no longer leave their homes to grocery shop. On a biweekly basis, these individuals meet with the client and prepare a grocery list, go to the store on their own, and then help the client put the groceries away. The volunteer never transports the client.

Nutrition Assistants – Under the direction of the Nutrition Site Coordinator, the Nutrition Assistant volunteer helps with general meal preparation, performs tasks for the purposes of sealing and packing meals for delivery, and are also the friendly faces that serve food at our congregate meal sites.

Ohio Senior Health Insurance Information Program (OSHIIP) Volunteers – Under the guidance of our Aging and Disability Resource Center, our trained Ohio Senior Health Insurance Information Program (OSHIIP) volunteers resolve Medicare, Medicaid, and secondary health insurance questions. These volunteers help seniors make informed decisions regarding Medicare benefits by providing free, unbiased information.

Special Projects – Our Special Project volunteers assist in an array of projects including the Letters of Love campaign, March for Meals, Pancakes in the Park, Senior Day at the Fair, along with numerous clerical projects that support our East Avenue office.

Volunteer Opportunity	# of Hours	# of Volunteers
Meals on Wheels Delivery	22,110	515
Holiday Meals on Wheels	138	46
Friendly Visiting	1,476	41
Grocery Shopping	2,124	59
Special Projects	3,936	82
Nutrition Assistants	3,556	72
Benefits Assistance (OSHIIP)	1,967	9
Board of Directors	331	13
Total Volunteer Hours	35,638	
Total Placements		837*

*Volunteers may offer their time, talents and services in a number of opportunities.

VIAL OF LIFE

The Vial of Life is a program that allows individuals to have medical and family contact information ready in their home for emergency personnel to reference during an emergency. The kit is used to provide the senior's medical information in the event that the person is not able to speak or remember this information. A red, magnetized pouch is placed on the individual's refrigerator, where first responders are readily able to locate the information. In 2017, the Council on Aging was fortunate to have a student intern who conducted Vial of Life sessions in a number of our senior centers to encourage completion of this important document.

2017: Completed 717 Vial of Life applications