



# COUNCIL ON AGING Lake County

## 2018 Annual Report

### COUNCIL ON AGING: YOUR TRUSTED RESOURCE SINCE 1972



Joseph R. Tomsick  
CEO

On behalf of the board of trustees, employees and volunteers of the Lake County Council on Aging, I present our 2018 annual report.

It is an honor and a privilege for me to serve as chief executive officer of an agency that has such a long and proud history of providing quality services and programs for seniors in Lake County. Through strategic planning, community assessment and critical partnerships, we continue to seek new ways

to enhance these services and improve collaboration.

This past year for instance, we embarked on a trial initiative to partner with Beacon Health, integrating behavioral health services with aging services, and measuring the success of the coordination. And our partnership with Lake Health and the Geriatric Assessment Program continues to be an important means to evaluate conditions that prevent seniors from living as independently as possible.

Our strategic plan, Vision 2020, is proving to be a valuable tool as we refine our delivery of services using more efficient means, expand our ability to serve an increasing number of seniors, and initiate new programs. A strategic goal to enhance technology became reality in 2018 with the purchase of cell phones and iPads for those in the field. Social workers can now access our data management system and process data entry all during in-home client appointments. The agency also launched a new, more user-friendly and comprehensive website. Check it out at [www.lccoa.org](http://www.lccoa.org).

The passage of the Senior Services Levy in 2017 helped satisfy gaps in senior services and led to new partnerships within our service area during 2018. One of the most significant developments was the appointment of dedicated adult protective services (APS) social workers and a supervisor through the Department of Jobs and Family Services. In April, our agency transferred its Home Modification Program to the Western Reserve Community Development Corporation (WRCDC), allowing the Council on Aging to devote its resources, both financial and human, to more supportive services for seniors. Meanwhile, the move to WRCDC has generated a greater flexibility in the types of modification and rehabilitative projects that can now be possible.

To make progress as an organization takes many people working well together. I extend my deep appreciation to the board of trustees for their incredible leadership and vision, to our staff for their amazing work each day toward improving the quality of life for those we serve, and to our dedicated and compassionate volunteers for their tremendous work and commitment to helping others. In this report we highlight the names of each of these people, hundreds of individuals and businesses who believe in our mission and are passionate about their work with us and for us.

As a nonprofit organization we also rely on the generosity of donors to help supplement our financial needs. These individuals have made a real difference in the lives of the people we serve, and I personally thank them for their contributions.

I want to thank and recognize our community partners including the Western Reserve Area Agency on Aging, United Way of Lake County, members of the Senior Services Levy Coalition, the Senior Citizens Advisory Panel and the Board of Lake County Commissioners who provide responsive public policy to support local senior services.

And finally, thank you for your interest in the Lake County Council on Aging.

Sincerely,

Joseph R. Tomsick  
Chief Executive Office

**Lake County Council on Aging**  
8520 East Avenue • Mentor, Ohio 44060  
(440) 205-8111 • [www.lccoa.org](http://www.lccoa.org)

### MISSION

The 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 resource 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

Since 1972, the Lake County Council on Aging has remained committed to its mission of creating opportunities to improve the lives of vulnerable older adults in Lake County. Programs offered include social work services, information and assistance, Meals on Wheels, the Lunch Place, homemaker service, benefits assistance, and volunteer opportunities. The agency also partners with Lake Health to provide the Geriatric Assessment Program (GAP) and is home to Lake County's Aging and Disability Resource Center, providing assistance and counseling services for seniors and those 18 and over with disabilities.

Together with our community partners, staff, volunteers and board of trustees, the Lake County Council on Aging continues to respond to opportunities that allow us to better serve and support one of our most cherished community assets, our seniors.

### OUTREACH EFFORTS

The goals of our outreach efforts are to increase the community's knowledge of the services and programs available for seniors in Lake County. Throughout the year, the Council on Aging staff works very hard at identifying individuals eligible for assistance, linking them to resources, and of course delivering services through the Council on Aging.

In order for us to educate the public, the 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 2018, the Council on Aging answered and managed 22,971 phone calls and saw 973 registered visitors to the East Avenue office. This past year 369 outreach efforts meant approximately 44,035 individuals received information on our services. Over 50,000 copies of Bridge were distributed in 2018, while our new website, [www.lccoa.org](http://www.lccoa.org), received 53,622\* pageviews.

\*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 multidisciplinary, outpatient evaluation program is designed to offer assessment of senior's medical, emotional, cognitive, and functional status, and offer recommendations regarding maintaining health and safety in the community. GAP patients are seen at the Lake Health SOM Center Campus by a geriatrician and clinical health psychologist. An occupational therapist completes an in-home safety evaluation, and a simulation-based driving assessment are completed. The assessment is wrapped up with a patient and family meeting to discuss findings and recommendations. A clinical social work director from the CoA coordinates the program. Patients can come from anywhere in northeast Ohio; however, those who participate in the GAP and are residents of Lake County are easily connected back to CoA for ongoing support and services.

• In 2018, the GAP program saw 69 patients.

### CURRENT BOARD OF TRUSTEES

The all-volunteer board of trustees is the governing body of the Lake County Council on Aging. It provides strategic direction, sets policy and provides governance oversight for the agency. Trustees' responsibilities include approving the budget, monitoring COA's finances, advancing the mission of the agency, and assisting with fundraising.

We thank the following individuals who have contributed their considerable strengths to help make sure the Council on Aging is positioned properly to continue its mission of assisting the senior population of Lake County.



Sunny Masters  
President



Brian Rice  
Vice President  
Griswold Home Care



John P. Thomas  
Vice President Elect  
Schraff Thomas Law, LLC  
Attorney At Law



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County Treasurer



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Absolute Home Health  
& Hospice



Dr. Lori Stevic-Rust  
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Lake Health System



Kimberly Tutolo  
Hospice of the  
Western Reserve



Eileen Yates  
Ohio Living Home Health  
& Hospice

Patricia Mackey, Honorary Board Member



CURRENT COUNCIL ON AGING STAFF

- Gale Baker  
Nutrition Aide
- Kristi Ballinger  
Social Worker
- Fran Beale  
Social Worker
- 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
- Debi Holland  
Director of Finance
- Christopher Jochum  
HR & Safety Manager
- Jean King  
ADRC Options Counselor
- Tereasa Kirkpatrick  
Nutrition Site Coordinator
- Nancy Krause  
Nutrition Site Coordinator
- Dionne Liddy  
Nutrition Aide
- Linda Llewellyn  
Volunteer Engagement Manager
- Rachel Love  
Social Worker
- Jennifer McLaughlin  
ADRC Manager
- Catherine Mekulsia  
Finance Assistant
- 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
- Lisa Valvoda  
Nutrition Aide
- 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 multisystem, 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 multisystem 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.

In 2018, our social work team was provided with iPads and iPhones to allow greater mobile communication, access to information, off-site documentation, and improved workflow.

**2018: Social Work Services:**

- Provided services to 1,289 unduplicated seniors.
- Provided 2,166 in-home visits (a 13% increase from 2017).
- Completed 583 new client psychosocial assessments.
- Completed 419 annual reassessments.
- Completed 3,994.45 direct service HOURS.
- Completed 14,271 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 (I&A) is a fundamental service of the ADRC. Those who call the agency may not know to ask for a service by name, so it is important that I&A specialists take the time to listen to the caller and establish a personal rapport. I&A specialists assist callers with determining their needs and preferences, provide unbiased information on programs and services that support independence, and link callers to organizations that can help. 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

**2018: Provided 4,130 information and assistance contacts.**

Options Counseling

Options counseling provides assistance to individuals, family members, and caregivers in need of long term care support to make informed choices about the services and settings that best meet their needs. Individuals and caregivers receive unbiased information about an array of long-term care support options and 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.

**2018: Provided a total of 592 hours of options counseling assistance to 286 unduplicated individuals.**

Benefits Assistance

The benefits specialist provides information about public benefits, screens for eligibility, and guides individuals through the application process. Public benefits include Medicaid, Supplemental Nutritional Assistance Program (SNAP), Homestead Tax Credit, the Home Energy Assistance Program (HEAP), Medicare Savings Programs and the Low Income Subsidy (aka Extra Help). Unbiased information and assistance related to Medicare is provided through Ohio Senior Health Insurance Information Program (OSHIIIP) volunteers.

**2018:**

- Provided a total of 730 hours of benefits assistance to 626 unduplicated individuals.
- 2018: Nine Ohio Senior Health Insurance Information Program (OSHIIIP) volunteers provided Medicare information, education and assistance to 1,584 individuals totaling 598 volunteer hours of assistance.

SENIOR NUTRITION PROGRAMS

Lunch Place (Congregate Meals)

The year 2018 saw a rebranding of our weekday congregate nutrition program at the Eastlake, Madison and Wickliffe senior centers. Previously referred to as “congregate lunch” or “senior café,” neither title did the program justice. We felt Lunch Place removed the institutional vibe and created a more current spin on this great concept for senior nutrition, socialization and activity. Along with the fresh name, we refer to participants as guests and not clients or consumers to create a more welcoming atmosphere

In 2018, 487 individuals were served 28,757 meals. The largest age group served is 85+ years old, which comprises 39.3% of our guests. Women account for 66% of our patrons and we find that slightly over 50% of our guests live alone. Meals provide approximately one-third of the adult daily nutritional requirements, and generally contain an entrée, two vegetables, fruit, bread and milk.

2018 LUNCH PLACE MEALS

Lunch Place Site	Total by Site
Eastlake	6,775
Madison	6,764
Wickliffe	14,948
Other (Senior Day at the Fair)	300
Total Congregate Meals	28,757

Home-Delivered Meals (Meals on Wheels)

As the number of Lake County seniors continues to increase, so does the need for home-delivered meals to our residents who are unable to prepare their own meals. Council on Aging staff and volunteers prepared and delivered over 170,000 meals last year, a 3.1 % increase over 2017. Clients are served a nutritious, 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 one is being visited once each weekday. Home-delivered meal client demographics are similar to the Lunch Place guests above, with our largest age group being 85+ years old, 66% being frail or disabled, 63% female and 56% living alone.

2018 HOME-DELIVERED MEALS

Home-Delivered Site	Total by Site
Eastlake	33,581
Madison	18,585
Mentor	46,081
Painesville	39,920
Wickliffe	21,618
Passport Meals	9,725
Other	710
Total Home-Delivered	170,220

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. The United Way of Lake County also provides critical funding specifically for the congregate “Lunch Place” sites. Meal participants are offered an opportunity to contribute to the cost of their meals through an anonymous donation process. As the donations are voluntary, be assured no one is turned away due to their inability to pay for their meal.

HOMEMAKER SERVICES

Aging adults often find that one of the main obstacles to living independently is having to care for a home. The Council on Aging’s homemaker program is a light housekeeping program committed to helping Lake County seniors sustain independent living by performing household chores they can no longer do or need assistance in completing. While providing light housekeeping, our homemakers also provide socialization and a safety check to promote a safe living environment, in addition to a clean 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.

**2018: Provided 4201 total units of homemaker services to 249 Lake County senior households.**

FUNDING

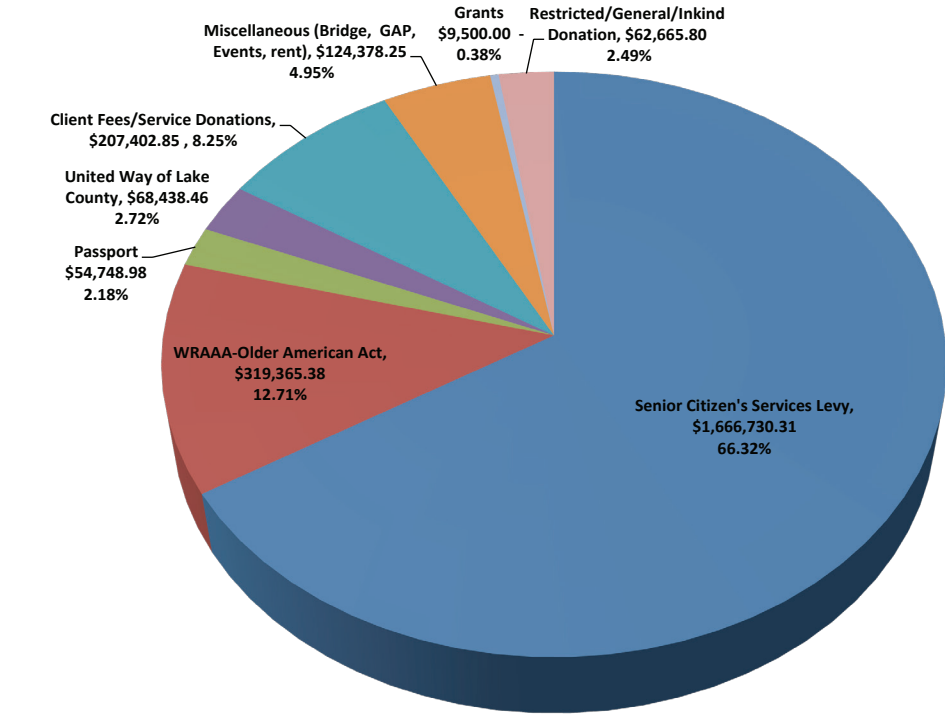
The Lake County Council on Aging is funded primarily through the Lake County Senior Citizens Services Levy, Title III Older American Act Awards through the Western Reserve Area Agency on Aging, the United Way of Lake County, various local/national grants, fees and donations. We are humbly grateful to the hundreds of individuals who are listed within this report who made financial contributions to the Council on Aging in 2018.

Approximately 66.32% of the Council on Aging’s 2018 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.

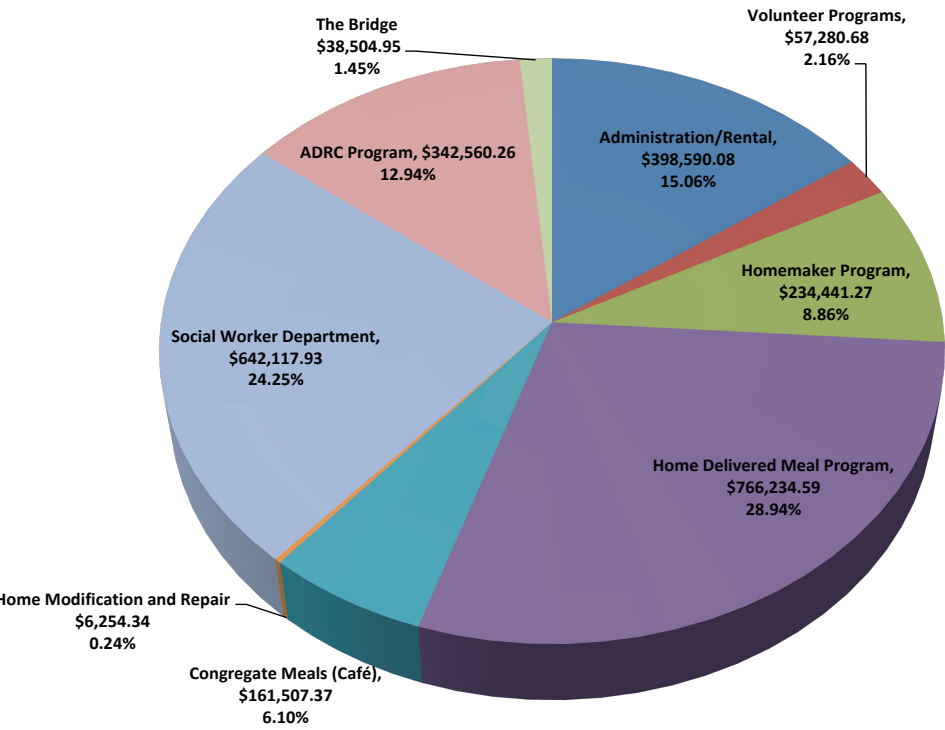
In 2018, the agency applied for and received various grants from the Grainger Foundation (to purchase meals delivered to homebound seniors), Griswold Home Care Foundation (for low income seniors’ in-depth home cleaning), Meals on Wheels Share the Love Funds, and John Sherwin Family Fund (for offset to operating costs).

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.

2018 Operating Revenue By Source (Unaudited)



2018 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.

2018: Provided 2,267 pieces of equipment to the Lake County community. This reflects an increase of 58% from 2017.

OUR GENEROUS DONORS

We deeply appreciate the generosity and support of our 2018 donors! Individuals, families, businesses, foundations and friends who partnered with us in achieving our mission. A heartfelt thank you to all of the following:

<p><b>\$2500+</b> David Brown John Sherwin Family Fund Lake Health The Grainger Foundation</p> <p><b>\$1000 – \$2,499</b> Carver Financial Services, Inc. Griffin Technology Group Jean Griswold Foundation Meals on Wheels Association of America Schraff Thomas Law LLC University Hospitals Geauga Medical Center Visiting Angels Of NE Ohio</p> <p><b>\$500 – \$999</b> Donald Castora Heather Kincaid Alison (Sunny) Masters Patricia Schraff Daniel Stephan Roger Sustar Joseph R. Tomsick Affordable Dentures and Implants Association of Specialists in Aging Best Solutions Medical Supplies, Ltd. CT Consultants Eaton Family Credit Union Fifty Plus Social Club Hope Ridge United Methodist Church Lakeland Community College Laketran Madison Health Care Reminger Co LPA Sunset Industries</p> <p><b>\$250 – \$499</b> Lorraine Fende James Hayes Todd Henderson James Jenkins Christine Jerson Thomas Mahovic Colleen McCarthy Danielle Philipps Brian Rice Dr. Lori Stevic-Rust John Thomas Albert Widmer Advanced Audiology Concepts Corwin &amp; Jenkins CPAs ENPAC LLC ERIEBANK Griswold Home Care Home Instead Senior Care Hospice of the Western Reserve Kline-Rostocil Construction Lake County Veterans Services Lifeline Inc. Madison Healthcare Matrix Tool Mentor Auxiliary 3605 FOE Miles McClellan Construction NMS, Inc., CPAs Ohio Living Home, Health and Hospice PeerPlace Networks, LLC Polychem Sievers Security, Inc. Stevic-Rust &amp; Associates, LLC Symphony at Mentor Taylor Made Home Care, LLC Vicon Fabricating Co.</p> <p><b>\$100 – \$249</b> Erica Acheson-Dunay William Baeslack Amanda Banker-Schaser Robert Boyce Shannon Cianciola Craig Clark Anthony Coladangelo Harold Collins Gini Geffert Edward Glavac Alan Hoffman Roger Jones Donald Kalman Carolyn Kodramaz Ruth Kuhn Rachel Legerski Nadene Mallisk Mary McGuinness Larry Meyer David Mitchell Mike Mohner Yvonne Moses Ann Nasky Richard Reames</p>	<p>Brian Rice Robert Rosplock Tom Salagovic Hugh Seaholm Edward Sedmak Paula Seger Shirley Shandle Doris Smith Brian Stark James Svoboda, Trustee Judith Taylor John Terchek Ronald Traub Kimberly Tutolo Dr. &amp; Mrs. Wayne Wiley Frank Weglarz American Legion Auxiliary Unit 24 Beacon Health Eastlake Baptist Church Garland / DBS Inc. Glazier Insurance Agency H.C. Stark Inc. Heartland of Mentor Kabb Law Firm Kaz Company Kemper House Kurt Law Office, LLC MC Sign Company Meister Media Mentor Ridge Foundations Health Services Mentor Senior Center Premier Behavioral Health Services Senior Safeguard Steris Corporation Wickliffe Senior Center</p> <p><b>\$1 – \$99</b> Frank Adamic Edward Anderson Loretta Babuder Stella Balale Dorothy Barbina John Bender Chelley Bond William Buckman Carol Carilli Katharine Carlson Jaunita Cawley William Chepla Robert Corlett Samuel Cowling Jerry Custer Michael Davis Judith Day Robert DeGraff Anthony Demana Rose Derk Diane Domanovics Frank Dombek Althea Donald Helen Douglass Debra Dzierzak Peter Engoglia Robert Galen David Gilmer Dave Glass James Gray Kenneth Gregor Eleanor Gribble Doris Grippi Richard Gundelach Richard Hargis Robert Hayes Gene Haywood Howard Hedderman Renae Hirz Jane Hollinger John Horrell Marjorie Jackson Casmer Karbowitz Richard Katila Elmer Kish Spence Kline Charles Kocher Wayne Kosola Judith Kozlowski Barbara Loeser Harry Lovely Victoria McDivitt Mary McGuinness Cheryl Miller Norma Morris John Mummey Robert Myotte Dorothy Nai Maureen Ordman-Fike Dave Paluckas Nanci Pane Sean Pell</p>	<p>Charles Pengal Michael Peppard Betty Pinelli Diane Quior Tracy Radonich Francis Raishart Marilyn Raishart Barbara Richardson Douglas Ritley Richard Robie Catherine Schaffer Rita Schraff Ted Skebe Arlene Slenski James Spence Suzanne Staiger Betty Stiles Mr. Strohmyer Timothy Tennant Beth Thomas Betty Wachs James Walter Bruce Webster Christine Welch Marian Wenger R. White Dale Wilson John Wyar Eileen Yates Andy Yedlick John Zimmer Rosemarie Zupancic Commonwealth Lumber Fenton Financial Services Lake Erie Chapter Ninety-Nines, Inc. Lobbyists for Citizens Mentor Senior Center Ohio Walk-in Showers, LLC Willoughby Hills United Methodist Church</p> <p><b>IN HONOR OF PATRICIA SCHRAFF</b> John P. Thomas</p> <p><b>IN HONOR OF ANDY YEDLICK</b> Margaret Clark</p> <p><b>IN HONOR OF DORIS SMITH</b> Erieside Medical Group</p> <p><b>IN HONOR OF CHARLES BROWN</b> Craig Clark</p> <p><b>IN HONOR OF FLORENCE R. SANTORELLI ACHIN</b> Victoria McDivitt</p> <p><b>IN HONOR OF JULIA BELLEY STOCKER</b> Bruce Webster</p> <p><b>IN MEMORY OF ARTHUR DRESSER</b> Nadene Mallisk Betty Pinelli</p> <p><b>IN MEMORY OF BARBARA STEFFY</b> Marian Wenger</p> <p><b>IN MEMORY OF BETTY JANE WALLACE</b> Debra Dzierzak Dorothy Nai Hugh Seaholm Michael Davis</p> <p><b>IN MEMORY OF CLARENCE SVOBODA</b> Casmer Karbowitz Dale Wilson Frank Dombek James Svoboda, Trustee John Bender John Wyar</p> <p><b>IN MEMORY OF CLIFF SHANDLE</b> Shirley Shandle</p> <p><b>IN MEMORY OF CLIFFORD STIVERS</b> Dorothy Barbina</p> <p><b>IN MEMORY OF DAVID GOLBY</b> Loretta Babuder</p> <p><b>IN MEMORY OF DAVID J. LEONHARDT</b> Anthony DeMana</p>	<p><b>IN MEMORY OF EMILY SERIAN</b> Rita Schraff Stevic-Rust &amp; Associates, LLC</p> <p><b>IN MEMORY OF FLORENCE ACHIN</b> Peter Engoglia Ted Skebe</p> <p><b>IN MEMORY OF FRANK DOHM</b> Charles Pengal Diane Domanovics</p> <p><b>IN MEMORY OF FRANK HUNCHUCK</b> Betty Wachs</p> <p><b>IN MEMORY OF GEORGE &amp; BEVERLY KASUNICK</b> Diane Quior</p> <p><b>IN MEMORY OF GRACE DEHAAS</b> Joseph Tomsick</p> <p><b>IN MEMORY OF HAROLD &amp; ROSE WILEY</b> Dr. Wayne &amp; Coletta Wiley</p> <p><b>IN MEMORY OF JOHN STEPHAN</b> Katherine Carlson Daniel Stephan</p> <p><b>IN MEMORY OF JOSEPHINE SALAGOVIC</b> Barbara Richardson Tom Salagovic</p> <p><b>IN MEMORY OF JULIA BELLEY STOCKER</b> Bruce Webster Lake Erie Chapter Ninety-Nines, Inc.</p> <p><b>IN MEMORY OF LOU HIRSCH</b> Christine Jerson</p> <p><b>IN MEMORY OF NANCY COLLINS</b> Harold Collins</p> <p><b>IN MEMORY OF PETER W. YANKUS</b> Steris Corporation</p> <p><b>IN MEMORY OF ROBERT W. ARNOLD</b> H.C. Stark Inc.</p> <p><b>IN MEMORY OF SYLVIA GREERIS</b> Robert Myotte</p> <p><b>IN MEMORY OF VERYLE KILLMEYER</b> Dave Glass</p> <p><b>IN MEMORY OF WILL SMITH, JR.</b> Commonwealth Lumber</p> <p><b>IN KIND</b> Cardinal Woods Cedar Point Cherished Companions Home Care Chick-fil-A Cleveland Cavaliers Cleveland Monsters Eat 'n Park Gloria Jeans Coffee Great Lakes Mall Himalayan Salt Cave Jenniffer &amp; Company Ladies &amp; Gentlemen Salon &amp; Spa Lake County Captains Lake County YMCA Central Branch Lake Metroparks MaryAnn's Family Hearing Matrix Tool Ohio Lottery Commission Paige Food Services, Inc. Painesville Furniture &amp; Carpet Petitti Garden Center Red Wine &amp; Brew RIOT Creative Imaging Texas Roadhouse Today's Family Magazine WINT Integrity Radio</p> <p><i>...and the hundreds of seniors who made regular donations toward their meals in 2018!</i></p>
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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 2018, 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.

2018: Completed 529 Vial of Life applications.



## OUR APPRECIATED VOLUNTEERS

Our dedicated and compassionate volunteers help fulfill our mission every day of the year. Whether it’s their kind words, helping hand or generous heart, they are essential to our success, and we thank them.

Abramczyk, Pat	De Angelo, Marie	Hinkel, Irene	Mahoney, Laverne
Adams, Ray	Deans, Gary	Hinkel, Jerry	*Mackey, Patricia
Agins, Nick	Delamotte, Abby	Hissam, Traci	Malek, Dave
Albanese, Jim	Deliere, Heather	Hite, Denis	Malovrh, Frank
Alecci, Deb	Denison, John	Hjelm, Glenn	Maniglia, Bruno
Anderson, Dennis	DiMare, Denise	Hocevar, Mimi	Maniglia, Rosemary
Anderson, Aubrey	Doeing, Mary	Hoffacker, Ken	Mannion, Paul
Antos, Barbara	Doeing, Molly	Hogan, Alice	Manteuffel, Lynn
Archinal, David	Dohm, Frank	Hollerbach, Michelle	Manuel, Chris
Archinal, Kelley	Dombek, Frank	Horvath, Kay	Margalis, Bill
Arnold, Steve	Donsay, Robert	Horwitz, Susan	Marrie, Ashley
Ashworth, Kristen	Dull, Dolores	Houghton, Judy	Martich, Wanda
Astakhov, Crystal	Dulzer, Pat	Howard, Sue	Martin, Dan
Aten, Libby	Dumsay, Robert	Howell, Kathy	Martin, Tom
Averitt, Bonnie	Dunham, Rich	Hrovat, Loretta	Marvel, Chris
Avery, Alayne	Dunham, Char	Hrovat, Lisa	Mason, Steve
Baeslack, Shelley	Durkee, Mike	Hrusch, June	Massey, Denise
Baker, Bea	Durra, Tom	Humar, Cyndi	*Masters, Alison "Sunny"
Baker, Gale	Dwyer, Bill	Humensky, Karen	Matetic, Cheryl
Ball, Kay	Eberling, Frank	Hunter, Jocelynn	Mathew, Cassandra
Ball, Sierra	Edmonds, Kelley	Husggen, Gloria	Mattice, Cheryl
Balog, Caroline	Edwards, Wendy	Huszczo, Carrie	Maurer, Larry
Baltus, Bob	Ehle, Roger	Ianiro, Luigi	May, Janet
Baltus, Mary	Elling, Doug	Jackson, Lori	Mazurek, Ron
Banerjee, Ashoke	Elliott, Angela	Jackson, Ben	Mazurek, Nancy
Banerjee, Swapna	Elsaesser, Jim	Jacobs, Sandra	McCarthy, Colleen
Bannan, Peggy	Erb, Tom	Jankowski, Dorothy	McCoy, Lorene
Barajas, Alyea	Erbaugh, Tom	Jeffries, Samantha	McCullough, Anistasia
Barrett, Mike	Erbaugh, Sharon	Jenkins*, James	McGiffin, Katherine
Bartelbaugh, Carl	Erickson, Al	Jennings, Terry	McGinnis, Amy
Bartelbaugh, Bev	Erickson, Becky	Jerryoic, Elizabeth	McGriffin, Katherine
Bartholomew, Jim	Evans, Tom	Jerome, Deanna	*McGuinness, Mary
Barton, Paula	Falcoone, JoMarie	Jeschenig, Gina	McIndoe, Sally
Beale, Fran	Farrar, Patricia	Johnson, Walt	McKnight, Harvey
Behrens, Jim	Fath, Megan	Johnson, Mildred	McLaughlin, Jennifer
Berlin, Sandy	Fatica, Don	Johnson, Brittany	McMahon, Barbara
Biasotti, Bill	Faught, Laura	Jones, Ken	McNaughton, Deb
Bishop, Victoria	Fawcett, Dave	Jones, Kim	Medlen, Diane
Bissell, Herman "Skip"	Fawcett, Irene	Jordan, Kenard	Medlen, Tom
Bittinger, Linda	Fawcett, Gordon	Kalman, Don	Melvin, Debby
Bittinger, Robert	Fawcett, Margaret	Kaminski, Kelly	Mendrala, Bonnie
Blazek, Clinton	Federico, Barb	Kassemman, Stan	Mergelkamp, Tom
Blazek, Sally	Fellenstein, Paul	Kaufman, Stan	Messner, Ron
Blizzard, Cheryl	Felter, Ron	Kaufman, Karen	Metenyi, Jim
Bloch, Peter	*Fende, Lorraine	Keach, Bill	Metti, Ray
Bockhoff, Peggy	Fenton, Mary	Keck, Ken	Meyer, Bob
Bodewell, Jim	Ferguson, Cheryl	Keller, Brenda	Meyer, Dolores
Boka, Carla	Ferguson, Doug	Kelley, Lynne	Meyer, Larry
Boldin, Ann	Ferrara, Lisa	Kilian, Dorothy	Michalski, Joe
Bordelon, Clarence	Field, Bud	Kilroy, Marilyn	Miller, Carol
Bowen, Donna	Fischer, Sandy	Kincaid, Jeanne	Miller, Laura
Brainard, Scott	Fisher, Jeanna	King, Dolores	Mills, Rich
Brancel, Scott	Fleming, Rita	Kingzett, James	Minton, Bob
Bray, Ed	Flynn, Josh	Kinsey, Diane	Minton, Leslie
Bray, Mary	Forrai, Bob	Kish, Ken	Misenko, Andy
Breedlove, Linda	Fortuna, Chris	Kishon, Don	Mismas, Branka
Brennan, Jane	Freeman, Manella	Kiss, Anna	Mistler, Jo
Brewer, John	Fried, Steve	Klco, John	Moffett, Karen
Briar, Patricia	Fuhrman, Ray	Klinger, Robert	Mokwa, Laura
Brichford, Sandy	Furin, Noah	Kloock, Donna	Moore, Dan
Bricker, Art	Gaetano, Emma	Knapp, Melinda	Moran, Doris
Brickner, Jodie	Gallese, Marilyn	Knaus, Robert	Moran, Lee
Brodnan, Mike	Gallon, Fran	Knific, Zita	Morgan, Bill
Bromelmeier, John	Gaugler, Jeremy	Knight, Sarah	Morgan, Catherine
Brooks, Bernie	Geffert*, Gini	Kobylski, Sue	Moster, William
Brothag, Rhia	Geller, Cayla	Kohut, Pat	Moyers, Rachel
Brown, Nicole	George, Fran	Kolecky, Lisa	Mulhauser, Judy
Brown, Debra	Gerhardt, Linda	Koller, Diane	Mullins, Debby
Brown, Dan	Gosselin, Eleese	Koltron, Chris	Muzic, Karen
Bryant, Kristan	Gouldsberry, Pam	Kothari, Bob Prabodh	Neihus, Nancy
Buckman, Beth	Grablovic, Maribeth	Kovalcheck, Mindy	Newcomer, Susan
Budreo, Craig	Green, Adrienne	Kozich, Bill	Nolan, Kim
Burk, Tracy	Gress, Eddy	Kramer, Fred	Nordyke, Joyce
Burney, Drew	Gryzmala, Mary	Krech, Gary	Oberdoerster, Karla
Burney, Sara	Guamea, Tom	Krech, Susan	Oberdoerster, Tim
Bury, Scott	Gundelach, Carol	Krejsa, Donna	Oldani, Debbie
Buschman, Tom	Guthleben, Joel	Kristi, Ballinger	O'Linn, Susan
Buzanski, Mary Ellen	Halko, Janet	Kroeger, Daniel	Olivo, Elsie
Buzanski, Ray	Hammerhofer, Gerald	Krstolic, Lynda	Olsen, Shelly
Cahill, Regina	Hanchuk, Heather	Gish, Tina	Orazen, Becky
Canzone, Loretta	Hanf, Brent	Kukura, Suzie	Ortiz, Jaun
Carlson, Tom	Hannon, Yumiko	Kuntz, Carol	Overberger, Alvin
Carter, Lucy	Harris, James	Labadie, Ona	Overberger, Della
Caruso, Andrew	Harris, Mary Ann	LaBant, June	Overberger, Michael
Casey, George	Harrison, Greg	LaForce, Bob	Ozello, Pat
Caswell, Clem	Harrison, Kate	Lagioni, Renee	Pacholke, Jillian
Caswell, Deborah	Hayes, Robert	Lane, Keith	Page, Jane
Caswell, Denise	Hayes, Mary "Peg"	Lane, Terry	Page, Roy
Cavallaro, Bonnie	Hayhurst, Gerrie	LaRiccia, Dawn	Pahula, Mike
Cavallaro, Dennis	Heidinger, Pete (Richard)	Latessa, Linda	Paluckas, David
Cayabab, Purisima	Hendrickson, Jimmy	Lauria, Nikki	Papadakis, Nick
Chadwick, Loretta	Henry, Ed	Lechner, Carolyn	Paradiso, Patty
Chambers, Dan	Henry, Georgine	Leiden, Bruce	Parke, Betsy
Chom, Iva	Heston, Roger	Lekson, Helen	Patfield, Larry
Christie, Phyllis	Higgins, Gloria	Lekson, Lud	Patrick, Rod
Christoff, Patricia	Hilger, Taren	Leone, Marge	Patrick, Susan
Christoff, William	Hill, Sarah	Lepert, Mark	Patt, Don
Chuha, Regina	Hill, Rena	Lewis, Len	Patton, Donald
*Cianciola, Shannon	Hine, Dee	Lieb, Carol	Patton, Diane
Cintula, Geraldine		Liikala, Dale	Patton, Kevin
Cipkus, Donna		Lilley, Bud	Pawlowski, Katherine
Clafin, James		Livingston, Joyce	Peppard, Mike
Cogan, Dan		Logan, Lawrence	Pereksta, Pam
Cogan, Dan		Lorek, Al	Perry, John
Colletta, Mauro		Lorence, Linda	Glazier Insurance Company
Connell, Joseph		Lorenzo, Bob	Griswold Home Care
Corrigan, Tom		Love, Rachel	Group Benefits Association
Craft, Kathy		Lucas, Sheila	Heartland
Crawford, Catherine		Lucker, Don	Hospice of the Western Reserve
Crognale, Vicky		Lucker, Stu	Lake County Commissioners
Curtiss, Lorna		Lucky, Bill	Lake County Council on Aging
Czeck, Carol		Lynce, Natalie	Madison Healthcare
Dalton, Kathy		Lytle, Rick/Fred	Painesville Rotary Club
Daniels, Alisa		Lytte, Cheryl	TT Electronics
Danko, Barry		Pirowski, Denise	Wickliffe Country Place
David, Carol		Pollard, Marie	Western and Southern Life

## VOLUNTEER DEPARTMENT

Volunteers play a critical role in accomplishing the mission and making a significant contribution in the lives of seniors. In 2018, volunteers impacted the nutrition, loneliness and social isolation, and information and support needs of our clients.

### Nutrition Impact

**Nutrition Centers** – Along with the nutrition center coordinator and staff, 35 nutrition assistant volunteers provided 2,773.75 hours of service. They assisted with preparing and packing meals for delivery, and provided a friendly meal at the Lunch Places.

**Meals on Wheels Delivery** – 506 volunteers spent 21,908 hours delivering nutritious meals on weekdays along with a meaningful social interaction and well-being check.

**Blizzard Bags** – To ensure that clients have food resources in case of an emergency cancellation, 135 blizzard bags were packed by 46 Volk Optical employees from the 3,829 food items donated at 15 collection sites in Lake County. 135 bags were distributed to clients through Meals on Wheels deliveries in December.

**Holiday Meal Delivery** – The holidays can be a difficult time of year for many seniors. 87 volunteers delivered a special holiday meal from Lake Health Medical Centers and shared holiday spirit with 110 seniors on Thanksgiving and 130 seniors on Christmas.

### Loneliness and Social Isolation Impact

**Friendly Visiting** – 11 friendly visitor volunteers provided 234 hours of companionship to seniors who have few opportunities for social interaction. Their visits provided engaging conversation that positively enhanced the life and well-being of the client.

**Friendly Caller Program** – A new collaborative initiative by Lake County Council on Aging, RSVP and hChoices began as a pilot program to connect nine specially-trained volunteers with home-bound seniors by phone to reduce loneliness and social isolation.

**Letters of Love and Hand-Crafted Cards** – Cards created by nine volunteers and 16 volunteer groups were delivered on Valentine’s Day for over 650 Meals on Wheels clients and 350 seniors at the Lunch Places. Cards from three additional volunteer groups were shared throughout the year.

### Information and Support Impact

**Ohio Senior Health Insurance Information Program (OSHIIIP)** – Under the guidance of our Aging and Disability Resource Center, seven volunteers helped seniors make informed decisions regarding Medicare benefits by providing free, unbiased information in 598 hours of service.

**Grocery Shopping** – 28 grocery shopping volunteers spent 1,181.5 hours grocery shopping enabling clients to remain independent in their own home and enhanced their nutritional well-being.

**Administrative** – 11 administrative volunteers provided 1,050.75 hours in the business office to ensure the delivery of programs and services.

**Special Events and Community Projects** – Special event and community project volunteers assist in an array of activities including the March for Meals, Senior Day at the Fair, numerous health and volunteer fairs, to their regular volunteer roles.

In 2018, The Lake County Council on Aging was honored to have 620 volunteers generously share their time, talents and skills to positively impact the lives of seniors. Volunteers contributed 27,881 hours of service; often in multiple roles and multiple locations.

Volunteer Impact	# of Hours	# of Volunteers
<b>NUTRITION</b>		
Meals on Wheels Delivery	21,908	506
Nutrition Assistants	2773.75	35
<b>LONELINESS/SOCIAL ISOLATION</b>		
Friendly Visiting	234	11
Friendly Caller Program	27.5	9
Letters of Love & Cards Program	107.5	1/7 grp
<b>INFORMATION AND SUPPORT</b>		
Benefits Assistance (OSHIIIP)	598	7
Grocery Shopping	1181.5	28
Administrative	1050.75	11
<b>Total Volunteer Hours</b>	<b>27,881</b>	<b>608</b>
<b>Board of Trustees</b>	<b>344</b>	<b>12</b>