



COUNCIL ON AGING
Lake County

2018 Annual Report

COUNCIL ON AGING: YOUR TRUSTED RESOURCE SINCE 1972



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.lcco.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
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(440) 205-8111 • www.lcco.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.lcco.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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Lake County Veterans
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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
Teresa 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 (OSHIIP) volunteers.

2018:

- Provided a total of 730 hours of benefits assistance to 626 unduplicated individuals.
- 2018: Nine Ohio Senior Health Insurance Information Program (OSHIIP) 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

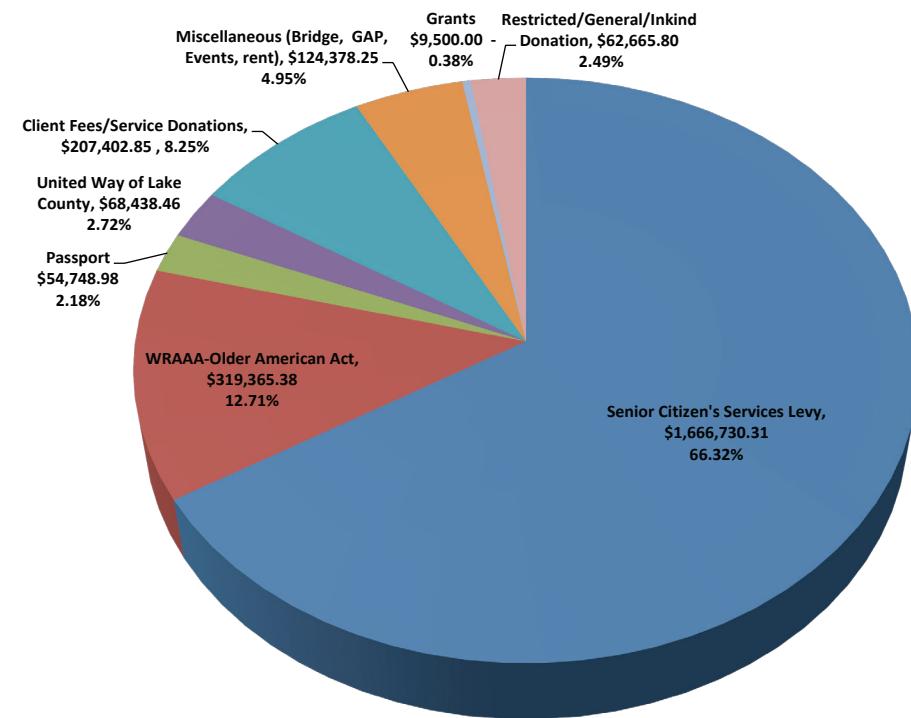
The Lake County Council on Aging is funded primarily through the Lake County Senior Citizens Services Levy, Title III Older American Act Awards through the Western Reserve Area Agency on Aging, the United Way of Lake County, various local/national grants, fees and donations. We are humbly grateful to 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.

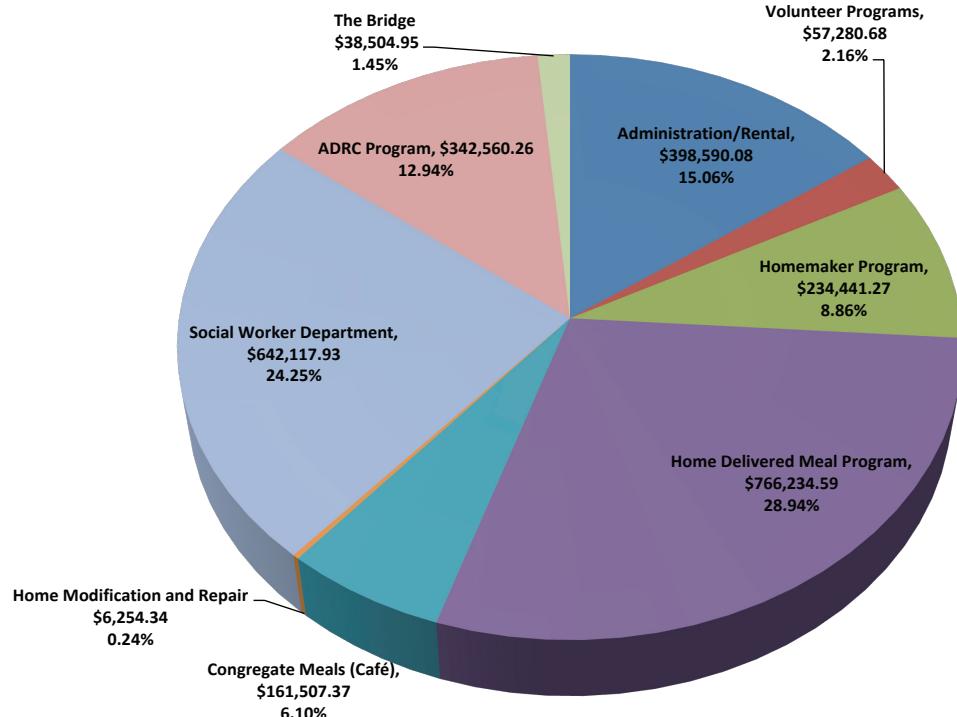
In 2018, the agency applied for and received various grants from the Grainger Foundation (to purchase meals delivered to homebound seniors), Griswold Home Care Foundation (for low income seniors' in-depth home cleaning), Meals on Wheels Share the Love Funds, and John Sherwin Family Fund (for offset to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

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:

\$2500+ David Brown John Sherwin Family Fund Lake Health The Grainger Foundation	\$1000 – \$2,499 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	\$500 – \$999 Donald Castora Heather Kincaid Alison (Sunny) Masters Patricia Schraff Daniel Stephan Roger Sustar Joseph R. Tomsick	\$1 – \$99 Lorraine Fende James Hayes Todd Henderson James Jenkins Christine Jerson Thomas Mahovlic Colleen McCarthy Danielle Philips Brian Rice Dr. Lori Stevic-Rust John Thomas Albert Widmer	IN MEMORY OF EMILY SERIAN Rita Schraff Stevic-Rust & Associates, LLC
\$250 – \$499 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	\$100 – \$249 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	\$50 – \$99 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 Mumney Robert Myotte Dorothy Nai Maureen Ordman-Fike Dave Paluckas Nanci Pane Sean Pell	IN HONOR OF PATRICIA SCHRAFF John P. Thomas	IN MEMORY OF JOSEPHINE SALAGOVIC Barbara Richardson Tom Salagovic
\$25 – \$49 Advanced Audiology Concepts Conwin & Jenkins CPAs ENPAC LLC ERIEBANK Griswold Home Care Home Instead Senior Care Hospice of the Western Reserve Kline-Rostoci 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 Polymech Sievers Security, Inc. Stevic-Rust & Associates, LLC Symphony at Mentor Taylor Made Home Care, LLC Vicon Fabricating Co.	\$10 – \$24 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	\$1 – \$9 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 Mumney Robert Myotte Dorothy Nai Maureen Ordman-Fike Dave Paluckas Nanci Pane Sean Pell	IN HONOR OF CHARLES BROWN Craig Clark	IN MEMORY OF WILL SMITH, JR. Commonwealth Lumber
\$1 – \$9 Ohio Walk-in Showers, LLC Willoughby Hills United Methodist Church	IN HONOR OF DORIS SMITH Erieside Medical Group	IN HONOR OF FLORENCE R. SANTORELLI ACHIN Victoria McDivitt	IN HONOR OF JULIA BELLEY STOCKER Bruce Webster	IN KIND 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 Jennifer & Company Ladies & Gentlemen Salon & 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 & Carpet Petitti Garden Center Red Wine & Brew RIOT Creative Imaging Texas Roadhouse Today's Family Magazine WINT Integrity Radio
				...and the hundreds of seniors who made regular donations toward their meals in 2018!

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.

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 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	Pope, Judy	Sullivan, Pam
Adams, Ray	Deans, Gary	Hinkel, Jerry	*Mackey, Patricia	Prunty, Diane	Summers, Tim
Agins, Nick	Delamotte, Abby	Hissam, Trad	Malek, Dave	Quinn, Sandra	Sutch, Christine
Albanese, Jim	Deliere, Heather	Hite, Denis	Malovrh, Frank	Radonich, Patricia	Swinehart, Gary
Alecci, Deb	Denison, John	Hjelm, Glenn	Maniglio, Bruno	Ragupathi, Senthil	Szeker, Frank
Anderson, Dennis	DiMare, Denise	Hoecear, Mimi	Maniglia, Rosemary	Raihart, Fran	Szuter, Alicia
Anderson, Aubrey	Doeing, Mary	Hoffacker, Ken	Mannion, Paul	Raihart, Marilyn	Szuter, Edward
Antos, Barbara	Doeing, Molly	Hogan, Alice	Manteuffel, Lynn	Ramsey, Mike	Szymanski, Carol
Archinal, David	Dohm, Frank	Hollerbach, Michelle	Manuel, Chris	Raymer, Dawn	Szymanski, Ray
Archinal, Kelley	Dombek, Frank	Horvath, Kay	Margalis, Bill	Raymer, Mark	Taraska, Barbara
Arnold, Steve	Doring, Mary	Horwitz, Susan	Marie, Ashley	Razek, Marilyn	Tatonetti, Diane
Ashworth, Kristen	Doty, Pat	Houghton, Judy	Marlich, Wanda	Reddick, Barbara	Teare, Jim
Astakhov, Crystal	Downs, Shirley	Howard, Sue	Martin, Dan	Reid, Terry	Teel, Jennifer Corey
Aten, Libby	Dragon, Samantha	Howell, Kathy	Martin, Tom	Reid, Sr., Bill	Temple, Kim
Averitt, Bonnie	Duca, Dale	Hrovat, Loretta	Marvel, Chris	Remec, Jeannette	Teschke, Cathy
Avery, Alayne	Ducsay, Kaye	Hrovat, Lisa	Mason, Steve	*Rice, Brian	Thelling, Jim
Baeslack, Shelly	Ducsay, Robert	Hrusch, June	Massey, Denise	Rice, Anne	*Thomas, John P.
Baker, Bea	Dull, Dolores	Humar, Cyndi	*Masters, Alison "Sunny"	Ricketts, Mary Anne	Thompson, Jeff
Baker, Gale	Dulzer, Pat	Humensky, Karen	Matetic, Cheryl	Riley, Christine	Thorne, Alan
Ball, Kay	Dumek, Betty	Hunter, Jocelyn	Mathew, Cassandra	Ritley, Doug	Tigner, Melanie
Ball, Sierra	Dunham, Rich	Husggen, Gloria	Mattice, Cheryl	Roberts, Helen	Roberts, Sam
Balog, Caroline	Dunham, Char	Huszco, Carrie	Maurer, Lary	Robinette, Colleen	Robineau, Carolyn
Baltus, Bob	Durkee, Mike	Ianino, Luigi	May, Janet	Robinson, Rick	Robby, Carolyn
Baltus, Mary	Dura, Tom	Jackson, Lori	Mazurek, Ron	Rogan, Tracy	Trice, Beth
Banerjee, Ashoke	Dwyer, Bill	Jackson, Ben	Mazurek, Nancy	Routt, Lisa	Tripozo, Carmela
Banerjee, Swapna	Dyckman, Lois	Jacobs, Sandra	McCarthy, Colleen	Ruff, Marge	Troha, Bob
Bannan, Peggy	Eberling, Frank	Jankowski, Dorothy	McCoy, Lorene	Rupert, Jerry	Trombley, Tom
Barajas, Alyea	Edmonds, Kelley	Jeffries, Samantha	McCullough, Anistasia	Rupert, Ruth Ann	*Tutolo, Kim
Barrett, Mike	Edwards, Wendy	Jenkins*, James	McGiffin, Katherine	Rusbasan, Mary	Tutolo, Katey
Bartelbaugh, Carl	Ehle, Roger	Jennings, Terry	McGinnis, Amy	Sakach, Arlene	Unites, Dotte
Bartelbaugh, Bev	Eiting, Doug	Jernycic, Elizabeth	McGriffin, Katherine	Salelet, Judy	Vaccariello, Sheilah
Bartholomew, Jim	Elliott, Angela	Jerome, Deanna	*McGuinness, Mary	Salinger, Claudia	Veneri, Chris
Barton, Paula	Elsaesser, Jim	Jeschenig, Gina	McIndoe, Sally	Salinger, George	Vidovic, Tricia
Beale, Fran	Erb, Tom	Johnson, Walt	McKnight, Harvey	Sandrey, Darlene	Vogel, Derek
Behrens, Jim	Erbaugh, Tom	Johnson, Mildred	McLaughlin, Jennifer	Sandrey, Michael	Vogt, Ken
Berlin, Sandy	Erbaugh, Sharon	Johnson, Brittney	McMahon, Barbara	Savel, Kevin	Vogt, Andrew
Biasotti, Bill	Erickson, Al	Jones, Ken	McNaughton, Deb	Sawyers, Bill	Volpe, Herman
Bishop, Victoria	Erickson, Becky	Jones, Kim	Meden, Diane	Sbrocco, Lois	Vosickey, Sue
Bissell, Herman "Skip"	Evans, Tom	Jordan, Kenard	Meden, Tom	Sbrocco, Michael	Wadawski, Deb
Bittinger, Linda	Falcone, JoMarie	Kalman, Don	Melvin, Debby	Scoeri, Jen	Waite, Dayrl
Bittinger, Robert	Farr, Patricia	Kaminski, Kelly	Mendralla, Bonnie	Schaefer, Ronda	Walsh, Rae Lynne
Blazek, Clinton	Fath, Megan	Kasserman, Stan	Mengelkamp, Tom	Schaefer, Missy	Walters, Donna
Blazek, Sally	Fatica, Don	Kaufman, Stan	Messner, Ron	Schall, Jim	Walters, Jim
Blizzard, Cheryl	Faught, Laura	Kaufman, Karen	Meteny, Jim	Watson, Ronda	Watson, Bobby
Bloch, Peter	Fawcett, Dave	Keach, Bill	Metti, Ray	Schmidt, Eileen	Watson, Mary
Bockhoff, Peggy	Fawcett, Irene	Keck, Ken	Meyer, Bob	Schmidt, Linda	Weber, Melissa
Bodewell, Jim	Fawcett, Gordon	Keller, Brenda	Meyer, Dolores	Schmidt, Robert	Wegljar, Frank
Boka, Carla	Fawcett, Margaret	Kelley, Lynne	Meyer, Larry	Schock, Delmas	Weinitz, Phillip
Boldin, Ann	Federico, Barb	Kilian, Dorothy	Michalski, Joe	Schreckengost, Jack	Weiss, Jim
Bordelon, Clarence	Fellenstein, Paul	Kilroy, Marilyn	Miller, Carol	Schreckengost, Mabel	Weiss, Lori
Bowen, Donna	Felter, Ron	Kincaid, Jeanne	Miller, Laura	Schudel, Bill	Welch, Michelle
Brainard, Scott	*Fende, Lorraine	King, Dolores	Mills, Rich	Scullin, Marilyn	Wentz, Joyce
Brancel, Scott	Fenton, Mary	Kingzett, James	Minton, Bob	Shary, Richard	Wilder, Eileen
Bray, Ed	Ferguson, Cheryl	Kinsey, Diane	Minton, Leslie	Shelton, Joyce	Williams, Joyce
Bray, Mary	Ferguson, Doug	Kish, Ken	Misenko, Andy	Shirver, Kitty	Williams, Megan
Breedlove, Linda	Ferrara, Lisa	Kishiton, Don	Mismas, Branka	Sidewind, Cathy	Wilson, Bruce
Brennan, Jane	Field, Bud	Kiss, Anna	Mistler, Jo	Simon, Helen	Winters, Sue
Brewer, John	Fischer, Sandy	Klco, John	Moffett, Karen	Sironen, Rose	Woehrle, Al
Briar, Patricia	Fisher, Jeanna	Klinger, Robert	Mokwa, Laura	Sironen, Joe	Wojciechowicz, Mike
Brichford, Sandy	Fleming, Rita	Klock, Donna	Moore, Dan	Skouby, Robert	Wollerman, Wayne
Bricker, Art	Flynn, Josh	Knap, Melinda	Moran, Doris	Smith, Pam	Woodworth, Marjane
Brickner, Jodie	Forrai, Bob	Knaus, Robert	Moran, Lee	Smith, Mary	Wright, Jalissa
Brodnan, Mike	Fortuna, Chris	Knifc, Zita	Morgan, Bill	Smith, Joyce	Yates, Eileen
Brommelmeier, John	Freeman, Manella	Knight, Sarah	Morgan, Catherine	Soeder, Dianne	Yates, Tom
Brooks, Bernie	Fried, Steve	Kobylski, Sue	Moster, William	South, Beth	Zadd, Dan
Brothag, Rhia	Fuhman, Ray	Kohut, Pat	Moyers, Rachel	Sowa, Mark	Zadd, Donna
Brown, Nicole	Furin, Noah	Kolecky, Lisa	Mulhauser, Judy	Spinner, Dave	Zalar, Jane
Brown, Debra	Gaelano, Emma	Galetano, Emma	Mullins, Debby	Spring, Joan	Zaller, John
Brown, Dan	Gallese, Marilyn	Gallone, Fran	Muzic, Karen	Stanek, Larry	Zanko, Beth
Bryant, Kristan	Gaugler, Jeremy	Gothard, Bob Prabodh	Neihus, Nancy	Nolan, Jeff	Zerman, Chuck
Buckman, Beth	Geffert*, Gini	Kovalcheck, Mindy	Newcomer, Susan	North, Robert	Zerman, Mary
Budreo, Craig	Geller, Cayla	Kozich, Bill	Nolan, Kim	Overberger, Alvin	Zettelmeyer, Elaine
Burk, Tracy	George, Fran	Kramer, Fred	Nordyke, Joyce	Overberger, Della	Zivkovich, Ed
Burney, Drew	Gerhardt, Linda	Krech, Gary	Oberdoerster, Karla	Overberger, Michael	
Burney, Sara	Gerguson, Cheryl	Krech, Susan	Oberdoerster, Tim	Ozello, Pat	
Bury, Scott	Ferguson, Doug	Krejsa, Donna	Oldani, Debbie	Pacholke, Jillian	
Buschman, Tom	Ferrara, Lisa	Kristi, Ballinger	Olinn, Susan	Page, Jane	
Buzanski, Mary Ellen	Field, Bud	Kroeger, Daniel	Olivio, Elsie	Page, Roy	
Buzanski, Ray	Fischer, Sandy	Krystolic, Lynda	Olsen, Shelly	Pahula, Mike	
Cahill, Regina	Fish, Tina	Krstolic, Ken	Orazen, Becky	Paluckas, David	
Canzone, Loretta	Glass, Joel	Kukura, Suzie	Ortiz, Jaun	Papadakis, Nick	
Carlson, Tom	Golitko, Cindy	Kuntz, Carol	Overberger, Alvin	Paradiso, Patty	
Carter, Lucy	Golitko, Mike	Labadie, Ora	Overberger, Della	Parke, Betsy	
Caruso, Andrew	Gorham, Tod	LaBant, June	Overberger, Michael	Patfield, Larry	
Casey, George	Gosselin, Eleese	LaForce, Bob	Ozello, Pat	Patrick, Rod	
Caswell, Clem	Gouldberry, Pam	Lagioni, Renee	Pacholke, Jillian	Patrick, Susan	
Caswell, Deborah	Grablovic, Maribeth	Lane, Keith	Page, Jane	Patt, Don	
Caswell, Denise	Green, Adrienne	Lane, Terry	Page, Roy	Patton, Donald	
Cavallaro, Bonnie	Gress, Eddy	LaRiccia, Dawn	Pahula, Mike	Patton, Diane	
Cavallaro, Dennis	Gryzmala, Mary	Latessa, Linda	Paluckas, David	Patton, Kevin	
Cayabab, Purisima	Guamea, Tom	Laura, Nikki	Papadakis, Nick	Patterson, Pam	
Chadwick, Loretta	Gundelach, Carol	Lechner, Carolyn	Paradiso, Patty	Perry, John	
Chambers, Dan	Guthleben, Joel	Leiden, Bruce	Parke, Betsy	Peters, Rae	
Chom, Iva	Halko, Janet	Lekson, Helen	Patfield, Larry	Petrello, Jan	
Christie, Phyllis	Hammerhofer, Gerald	Lekson, Lud	Patrick, Rod	Petrello, Bill	
Christoff, Patricia	Hanson, Greg	Leone, Marge	Patrick, Susan	Petroff, Barbara	
Christoff, William	Harrison, Kate	Lepper, Mark	Patt, Don	Petroff, Barbara	
Chuha, Regina	Hayes, Robert	Lewis, Len	Patton, Donald	Pevev, Theresa	
*Clanciola, Shannon	Hayes, Mary "Peg"	Lieb, Carol	Patton, Diane	Phillips, Danielle	
Cintula, Geraldine	Hayhurst, Genie	Lilak, Dale	Patton, Kevin	Pilotti, Kate	
Cipkus, Donna	Heidlinger, Pete (Richard)	Lilley, Bud	Pawlowski, Katherine	Pilotti, Kate	
Clafflin, James	Hendrickson, Jimmy	Livingston, Joyce	Peppard, Mike	Pilotti, Kate	
Cogan, Dan	Henry, Ed	Logan, Lawrence	Pereksta, Pam	Pilotti, Kate	
Colletta, Mauro	Henry, George	Lorek, Al	Perry, John	Pilotti, Kate	
Connell, Joseph	Heston, Roger	Lorenze, Linda	Peters, Rae	Pilotti, Kate	
Comigan, Tom	Higgins, Gloria	Lorenzo, Bob	Petrello, Jan	Pilotti, Kate	
Craft, Kathy	Higer, Taren	Love, Rachel	Petrello, Bill	Pilotti, Kate	
Crawford, Catherine	Hill, Sarah	Lucas, Sheila	Petroff, Barbara	Pilotti, Kate	
Crogale, Vicki	Hill, Rena	Lucker, Don	Petroff, Barbara	Pilotti, Kate	
Curtiss, Lorna	Hine, Dee	Lucker, Stu	Pevev, Theresa	Pilotti, Kate	
Czech, Carol	Higgin, Gloria	Luckey, Bill	Phillips, Danielle	Pilotti, Kate	
Dallton, Kathy	Higer, Taren	Lynce, Natalie	Pilotti, Kate	Pilotti, Kate	
Daniels, Alisa	Hill, Sarah	Lytte, Rick/Fred	Pilotti, Ken	Pilotti, Kate	
Danko, Barry	Hill, Rena	Lytte, Cheryl	Piros, Denise	Pilotti, Kate	
David, Carol	Hine, Dee	MacIntyre, John	Pollard, Marie	Pilotti, Kate	

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