WELCOME FROM OUR CEO

As we reflect on another year of milestones and new beginnings, we pause to thank our staff, board members, volunteers and stakeholders who share our passion to support Lake County residents as they age. Together we continue to write a truly remarkable story of success. The Council on Aging has been Lake County’s trusted resource for seniors and their caregivers for 48 years. Our symbol, the butterfly, signifies endurance, transformation and hope. It reminds us of the long journey we’ve traveled, and it teaches us that one can overcome many real-life challenges and soar to new heights. Today we are maintaining those heights and taking our agency to the next level.

2019 was an incredible year for the Lake County Council on Aging. As part of our commitment to excellence, we continued to meet goals that were established through the Lake County board of commissioners’ community needs assessment and the agency’s strategic plan, Vision 2020.

One of the objectives of the 2015 assessment was to integrate in-home services for frail seniors. Our largest accomplishment for 2019 was a partnership between the Council on Aging and the board of county commissioners to launch the nonmedical In-Home Care Program. This service now provides personal care assistance once per week for Lake County seniors including supervision with bathing and light housekeeping.

Earlier in the year, the Council on Aging began a new collaboration with Project Hope to bring a delivery of lunchtime meals to the Painesville senior shelter, christened Hope House. Project Hope provides guests with intensive goal planning and consulta-
tion with existing senior services in the community to transition them to their own residences within 30 to 90 days upon arrival.

The Council on Aging also partnered with the board of commissioners to bring the 3rd annual “Aging in Lake County” conference. The October event focused on the important role that frail elders play in addressing low-income and more-affluent neighborhoods.

In the fall, the Lake County Council on Aging opened its newest “Lunch Place” senior dining location, at the Painesville Nutrition Site located within the Extended Housing Wellness Center, 270 E. Main Street in downtown Painesville.

Throughout the year, the agency continued to provide edu-
cational opportunities like safe drivers courses, public benefits counseling, and providing assistance with completing and submit-
ting HAP applications, assisting Lifeline with the Summer Crisis Program (SCP), and helping seniors during Medicare Open Enrollment period. The Council on Aging also assisted with seniors’ farmer’s market vouchers and even a turkey giveaway during Thanksgiving week.

In December, the Council on Aging partnered with all of the members of the Senior Services Levy Coalition to collect non-per-
ishable food items. Working with volunteers from local business, these shelf-stable food items were packaged in “blizzard bags” and delivered to at-risk seniors as emergency food in the event of a severe winter weather or other crisis would prevent Lake County Meals on Wheels delivery.

To make progress as a nonprofit organization takes many people working well together. I am thankful to our staff for their amazing work toward improving the quality of life for those we serve, and to our dedicated volunteers for their tremendous work and commitment to helping others. And finally, I want to express my most sincere gratitude to the voters of Lake County who have continued to show how important it is to support our seniors.

It is my pleasure to present our 2019 annual report.

Sincerely,

Joseph R. Tomskich
CEO

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

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. Together 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, Lunch Place cafes, options counseling, homemaker service, in-home nonmedical services, benefits assistance and volunteer opportunities. 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

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, speechs, 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 2019 the Council on Aging answered and managed 22,598 phone calls and saw nearly 1,300 registered visitors to the East Avenue office. This past year 384 outreach efforts meant approximately 46,067 individuals received information on our services. Nearly 50,000 copies of Bridge were distributed in 2019, while our website, www.lccoaa.org, received 45,469 page views. *Figure based on average visits reported by Google Analytics.

GERIATRIC ASSESSMENT PROGRAM

Since 2016, the CoA has been 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 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 clinic by a geriatrician and clinical health psychologist. An occupational therapist completes an in-home safety evaluation, and a simulation-based driving assessment is completed if warranted. The assessment is wrapped up with a patient and family meeting to discuss findings and recommendations. A social worker 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 2019, the GAP program saw 63 patients.

CURRENT BOARD OF TRUSTEES

Our accomplishments would not be possible without the dedica-
tion, expertise, and guidance of our board of trustees, a dynamic group of people who are committed to our mission. Members of the board of trustees of the Lake County Council on Aging volunteer to serve multi-
year terms and generously support our efforts with their time, talent and passion.
CURRENT COUNCIL ON AGING STAFF

The Lake County Council on Aging would like to extend its appreciation for the amazing work done by an extraordinary team. Your dedication to serving our community is greatly appreciated.

- Kristi Ballinger, Social Worker
- Fran Beale, Social Worker
- Sharon Brey, Nutrition Aide
- Patricia Brassell, Office Assistant
- Bernardine Brooks, Social Work Manager
- Nicole Brown, Social Worker
- Jean Carlton, Nutrition Site Coordinator
- Jamilah Colon, Nutrition Aide
- Selena Cox, ADRC I & A Specialist
- Sandra DeMeza, Home-Delivered Meals Coordinator
- Janet DiCicco, Social Worker
- Susan Fende, Nutrition Aide
- Glynis Fox, Nutrition Site Coordinator
- Jacqueline Geisman-Turk, Nutrition Aide
- Maribeth Grabovic, Executive Assistant to CEO
- Barb Henderson, Nutrition Aide
- Debi Holland, Director of Finance
- Christopher Jochum, HR & Safety Manager
- Teresa Kirkpatrick, Nutrition Site Coordinator
- Danielle Phillips, In-Home Services Manager
- Linda Llewellyn, Director of Community Services
- Rachel Love, Social Worker
- Jennifer Mclaughlin, Nutrition Aide
- Catherine Mekulsia, Finance Assistant
- Jim O’Connor, ADRC I & A Specialist
- Jackie Oliverio, ADRC I & A Specialist
- Nancy Krause, Nutrition Site Coordinator
- Diane Liddy, Nutrition Aide
- Tracy Rogan, Volunteer Coordinator
- Barbara Sawicki, Nutrition Site Coordinator
- Ann Siele, Agency Services Assistant
- Isabel Shank, Home-Maker
- Renee Shea, Nutrition Aide
- Renee Sonnie, Nutrition Site Coordinator
- Beth Swain, Social Worker
- Susan Swain, Receptionist
- Lydia Timperio, Home-Maker
- Joseph Tomskic, Chief Executive Officer
- Sheila Vaccariello, Nutrition Aide
- Melissa Weber, Social Worker
- Kathy Wingo, Nutrition Site Coordinator
- Sharon Zusek, 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; education, counseling, and support; referrals and linkages to available resources. The plan is to link 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.

2019: Social Work Services
- Provided services to 1,335 unduplicated seniors.
- Provided 2,280 in-home visits (a 5% increase from 2018).
- Completed 598 new client psychosocial assessments.
- Completed 449 annual reassessments.
- Completed 3,787.23 direct service HOURS.
- Completed 9,490 total units of service.

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, one-on-one counseling and benefits assistance.

Information & Assistance (I&A)

Information & assistance is a fundamental service of the ADRC. I&A specialists take the time to listen to the caller and establish a personal rapport. This is crucial because those who call the agency may not always know to ask for a service by name. I&A specialists assist callers with determining their needs and preferences then provide unbiased information on programs and services that can help meet their needs and support independence. I&A specialists also link callers to other 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. 2019: Provided 3,843 information and assistance contacts.

Option Counseling

Options counseling takes information & assistance another step further by providing 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 a variety 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. 2019: Provided a total of 521 hours of options counseling in assistance to 262 unduplicated individuals.

Benefits Assistance

Benefits assistance is a service that provides information and assistance related to public benefits. The benefits specialist screens for eligibility and guides individuals through the application process for public benefits including Medicaid, Supplemental Nutrition 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 volunteers.

2019: Provided a total of 691 hours of benefits assistance to 581 unduplicated individuals.

Twelve Ohio Senior Health Insurance Information Program (OSHIIP) volunteers provide Medicare information, education and assistance to 1,005 individuals totaling 578 volunteer hours of assistance.

SENIOR NUTRITION PROGRAMS

The importance of the senior nutrition programs is well documented and clearly illustrated by the number of people taking advantage of these programs locally as well as across the country. Participants benefit from improved nutrition, less worry over food insecurity, and many see improved health as a result. In addition, over half of the seniors enrolled in our programs live alone. Both the home delivered meal program and Lunch Place dining help combat social isolation. Families find comfort in knowing their loved ones have one less thing to worry about, knowing that a nutritious mid-day meal is available and the associated companionship helps make each day a little brighter.

Lunch Place

The Painesville Lunch Place opened at the downtown Painesville nutrition site last fall, making the number of senior dine-in locations now four. Each Lunch Place site is located within a short drive of nearly every Lake County resident. In 2019, lunch sites served nearly 29,000 meals to 525 seniors. Many attend daily, while others come to eat when their favorite meal is on the menu, or when they are in the building for other activities. Regardless of their motivation, the diners find a good meal, friendship, laughter or sometimes a game of cards at their dining table.

2019 LUNCH PLACE MEALS

<table>
<thead>
<tr>
<th>Location</th>
<th># meals served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastlake</td>
<td>7,574</td>
</tr>
<tr>
<td>Madison</td>
<td>6,382</td>
</tr>
<tr>
<td>Painesville</td>
<td>307</td>
</tr>
<tr>
<td>Wickliffe</td>
<td>13,433</td>
</tr>
<tr>
<td>Total</td>
<td>28,757</td>
</tr>
</tbody>
</table>

Home-Delivered Meals (Meals on Wheels)

With the assistance of volunteer kitchen aides and drivers, nearly 174,000 meals were provided to seniors who are unable to get out or shop, have difficulty seeing or standing to prepare meals, or live within modest means. Over 1000 clients received meals last year, and the number continues to grow steadily. Clients are served a hot meal 5 days a week with a frozen meal option to cover weekends to assure there will be at least one complete, nutritionally balanced meal available every day.

2019 HOME-DELIVERED MEALS

<table>
<thead>
<tr>
<th>Home-Delivered Site</th>
<th>Total by Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eastlake</td>
<td>33,175</td>
</tr>
<tr>
<td>Madison</td>
<td>17,868</td>
</tr>
<tr>
<td>Mentor</td>
<td>48,616</td>
</tr>
<tr>
<td>Painesville</td>
<td>43,330</td>
</tr>
<tr>
<td>Wickliffe</td>
<td>23,185</td>
</tr>
<tr>
<td>Passport Meals</td>
<td>7,572</td>
</tr>
<tr>
<td>Total Home-Delivered</td>
<td>173,746</td>
</tr>
</tbody>
</table>

Funding for the senior nutrition program comes from different sources. The Older Americans Act funds meals through the Western Reserve Area Agency on Aging. The Lake County Senior Services Levy also funds 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. The United Way also provides funding specifically for the congregate Lunch Place sites. In addition, the meal participants have an opportunity to contribute a portion of the cost of their meals through an anonymous donation system. This process assures that no one is turned away due to their inability to contribute toward their meal.

HOMEMAKER SERVICES

Managing a home is often one of the main obstacles to living independently for aging adults. The Council on Aging’s homemaker program is a light housekeeping program committed to helping local Lake County seniors sustain independent living by performing house hold chores they can no longer do or need assistance in completing. In addition to cleaning tasks, our homemakers provide socialization and a safety check to promote a safe, clean and comfortable environment where seniors can feel a greater sense of security and confidence. Services include cleaning the kitchen and bathroom, light dusting and vacuuming, changing bed linens, emptying garbage and mopping. The cost for the housekeeping services is based on a sliding fee scale.

2019: Provided 3,188 total units of homemaker services to 212 Lake County senior households.
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 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.

**2019 Operating By Source (Unaudited)**

- **Passport** $17,916.50
- **WRAAA-Older American Act** $47,347.58
- **Local/National Grants, Fees and Donations** $34,953.79
- **Volunteer Programs** $81,145.52
- **Inkind Donation** $66,296.43
- **Client Fees/Service Donations** $500 – $999
- **Client Fees/Service Donations** $1000 – $2499
- **Client Fees/Service Donations** $2500 – $4999
- **Client Fees/Service Donations** $5000 – $9999
- **Client Fees/Service Donations** $10000+

**2019 Operating Expenses By Department (Unaudited)**

- **General Administration** $746,811.86
- **In-Home Personal Care** $691,863.24
- **Congregate Meals (Lunch Cafe)** $360,418.24
- **Volunteer Programs** $154,929.50
- **In-Home Non-Medical Health** $17,315.50
- **Senior Citizen Services Levy** $15,859.65
- **Restricted/General/Inkind Donation** $206,243.43

**Our Generous Donors**

The Lake County Council on Aging is grateful for the generous support of our donors. We are pleased to recognize those who contributed to the agency in 2019. From individuals and teams to organizations and foundations, the generosity of these partners enables the Council on Aging to make a difference in the lives of our older population. We are truly grateful for your support.

The Lake County Council on Aging is supported 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 local/national grants, fees and donations, and your generosity and support.

**Health Equipment Lending Program (H.E.L.P.)**

Through H.E.L.P. the Council on Aging accepts donations of gently-used medical equipment such as walkers and rollators, wheelchairs, tub seats and transfer benches, canes, and bedside commodes. These items are checked for safety, sanitized, and made available to Lake County seniors in need, free of charge. The Council on Aging also accepts unopened packages of incontinence supplies.

**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 situations. A 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 printed vial of life is provided to the individual’s refrigerator, where first responders are readily able to locate the information.

2019: Completed 541 Vial of Life applications.

The Lake County Council on Aging • 2019 Annual Report

Lake County Council on Aging
8520 East Avenue Mentor, Ohio 44060 (440) 205-8111 www.lcco.org
Our dedicated and compassionate volunteers help fulfill our mission every day of the year. Whether it’s providing hands on care, helping hard or generous heart, they are essential to our success, and we thank them.

David, Carol
Daugardis, Joann
Dalmasso, Vicky
Cwik, Jeremy
Curtiss, Lorna
Cozzens, Ashley
Coy, Megan
Cortnik, Mike
Connell, Joe
Cogan, Daniel
Clause, Mindy
Cipkus, Donna
Christie, Phyllis
Chambers, Daniel
Cavallaro, Bonnie
Caswell, Denise
Campbell, Brad
Buzanski, Mary Ellen
Burney, Drew
Bryant, Brooke
Brown, Kim
Brooks, Bernardine
Bromelmeier, John
Bower, Antionette
Bowen, Donna
Bittinger, Robert
Bittinger, Linda
Bharti, Sunil
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OUR APPRECIATED VOLUNTEERS

Volunteers serve in critical mission roles to make a significant contribution in the lives of the clients of Lake County Council on Aging through multiple programs.

Nutrition Impact
Nutrition Centers – 44 nutrition assistant volunteers served with general meal preparation, packing and were the friendly faces that served food at four Lunch Places, our congrats to each.

Meals on Wheels Delivery – 428 volunteers delivered nutritional meals supporting independence while promoting the social, physical, and emotional well-being of seniors.

Loneliness and Social Isolation Impact
Friendly Visiting – 19 friendly visitor volunteers provided companionship to Lake County seniors who have few opportunities for social interaction through engaging conversation enhancing the life, well-being of the client.

Friendly Caller Program – Five volunteers maintained an ongoing relationship by providing a social connection to reduce loneliness and social isolation.

Letters of Love and Hand-Crafted Cards – Nearly 1000 hand-crafted greeting cards were shared on Valentine’s Day. Fourth of July, Thanksgiving, and Christmas. The number of individual and group volunteers has grown significantly in the past year to 43 volunteers and includes several who live outside of Ohio.

Information and Support Impact
Ohio Senior Health Insurance Information Program (OSHIIP) – Seven volunteers provided information to resolve Medicare, Medicaid, and other health insurance questions.

Grocery Shopping – 39 grocery shopping volunteers met bi-weekly with clients enabling them to remain independent in their own home and enhancing their nutritional well-being.

Administrative – 18 administrative volunteers provided support in the business office to ensure the delivery of services.

Events and Community Projects
Lake County Fair Parade – Meals on Wheels was represented by a large group of 7. 6 vehicle, 7 adults and many children in toy cars all highlighting the home delivered meal service while throwing candy and sharing a flyer.

Senior Day at the Fair – Lake County Council on Aging with the help of 13 volunteers provided a delicious box lunch to 300 seniors.

Blizzard Bags – The Blizzard Bag Food Drive, an annual event collected more than 6,000 food items at 15 collection locations to provide seniors with emergency food resources. 75 Volk Optical employees successfully sorted the food donations into types of food packed a 3–4 day supply into 110 Blizzard bags.

Thanksgiving and Christmas Meal Delivery – The holidays can be a difficult time of year to be alone for many seniors. 77 volunteers delivered a home meal from Lake Health Medical Centers to 119 seniors on Thanksgiving and 101 seniors on Christmas.

In 2019, 634 volunteers who served in 777 volunteer assignments sharing their time, talents and skills. Volunteers contributed 30,802.5 hours of service, a 10% increase over 2018, often in multiple roles and locations. Independent Sector sets the national average value of a volunteer hour at $25.43. LCCOA volunteers added $783,307 in value to services.

Thank you to the dedicated volunteers of Lake County Council on Aging. The generous and compassionate service of our volunteers is essential to the Council on Aging, the clients that we serve and the community as a whole.

Special Thanks to Our Adopt a Route Partners

Adopt a Route Partners are businesses and service providers in Lake County who engage their employees in ongoing volunteer service through the Lake County Council on Aging Meals on Wheels program to enhance the community.

Businesses who engage employees in community service get higher employee satisfaction and employee engagement. The Adopt a Route program provides benefits that the employers and the business while supporting the Lake County Council on Aging and directly impacting our clients in Lake County.

Thank you to all the volunteers serving on behalf of the following businesses and sponsors.

TIP 2019

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