



COUNCIL ON AGING Lake County

2020 Annual Report



Welcome from the CEO



Joseph R. Tomsick
CEO

The challenges of 2020 underscored the important work and the impactful role the Lake County Council on Aging provided to our community to ensure the safety and wellbeing of the seniors we served. When the stay-at-home order was issued in March, we knew that those who rely on us, older individuals who were more vulnerable to the effects of the

coronavirus, would need our assistance more than ever. 2020 forced us not only into an emergency footing for all of the past year, but affected just about every service program the Council on Aging provides. This annual report highlights the tremendous impact that the Council on Aging had on the senior community of Lake County during one of the most challenging years in history.

Early on, the agency quickly responded to the crisis by adopting a list of new safety procedures, implementing rigorous modifications to its services in order to help prevent the spread of this virus, while still providing essential services to older adults who were now at an even greater risk of isolation. Food insecurity was on the rise and we could no longer meet with individuals face-to-face, creating a barrier in starting new services. The agency acted to meet these challenges head on, and continue services without interruption.

Since long before the pandemic, the Lake County Council on Aging has known the important role it plays in delivering critical home-based programs for

seniors, from social work to nutrition, homemaker to benefits assistance, and information to meet ever-changing needs. The experience of 2020 made us focus on the essential services we provide, and, and gave us the opportunity to see the gaps and strengths of the community from a different perspective. Using all we have learned, we can reimagine our future to further our mission as advocates for seniors and our aging homebound neighbors in Lake County.

A sincere thank you to our partners, funders and collaborators who helped us further our mission of optimizing well-being for older adults and their support system. These community partners were critical in helping us serve an ever-growing community of seniors reaching out for our support. Throughout the spring, summer and fall, these partners helped us provide new means for seniors to be able to receive groceries, produce, emergency food and hygiene products.

We could not have navigated the Council through these dangerous waters without your support and contribution, and our sincere thanks are due to all of you for the hard work and the sacrifices made to see us through this unprecedented challenge.

First, I wish to express my gratitude to our hard-working board of trustees. This dynamic group of professionals brings a vast range of knowledge and experience and was an invaluable resource in responding to the needs of our community during this difficult year.

We are also grateful beyond measure to the residents of Lake County for the responsibility they have entrusted in us to be careful stewards of the Senior

Services Levy funding we receive. This is our lifeline to the programs we provide. During the first phase of COVID-19, the agency saw a 36% increase in the number of meals we were serving in the community. Fortunately, federal dollars through the Western Reserve Area Agency on Aging, and grants from Meals on Wheels America helped our organization offset many of the increased costs due to the additional meals, and it provided several thousand shelf-stable emergency meals for seniors on the program. All of this helped ensure the financial stability of the agency throughout the pandemic.

In this report, we invite you to see the impact your donations, grants, and volunteer service have also made to those we serve. Thank you for your continued support and for your belief in the positive impact we can make in the lives of Lake County's older population, even during the most challenging of times.

It remains a great honor to serve as CEO of the Council on Aging, and I could not be more proud of our remarkable team. The dedication and ambition that our staff and volunteers have shown over the past year is a strong foundation for more success in the years to come. I believe our agency will look back on 2020 as a year in which we met those challenges and emerged from them stronger than ever.

I now present to you the Lake County Council on Aging's 2020 annual report.

Respectfully,

Joseph R. Tomsick



Current Council on Aging Staff

Our agency is very proud of the dedicated and hard-working staff who bring great passion for serving the senior community of Lake County. Thank you to all of these extraordinary individuals!

Ann Marie Armaro
Volunteer Engagement Manager

Kristi Ballinger
Social Worker

Fran Beale
Social Worker

Bernardine Brooks
Social Work Manager

Jean Carlton
Nutrition Site Coordinator

Selena Cox
ADRC I & A Specialist

Sandra DeMeza
Homemaker

Janet DiCicco
Social Worker

Susan Fende
Nutrition Aide

Glynnis Fox
Nutrition Site Coordinator

Barb Henderson
Nutrition Aide

Debi Holland
Director of Finance

Gina Ilacqua
Nutrition Assistant Site Coordinator

Christopher Jochum
HR & Safety Manager

Nancy Krause
Nutrition Site Coordinator

Dionne Liddy
Nutrition Assistant Site Coordinator

Linda Llewellyn
Director of Community Services

Jennifer McLaughlin
ADRC Manager

Jennell Muscatello
Executive Assistant to CEO

Jim O'Connor
ADRC I & A Specialist

Jackie Oliverio
Options Counselor

Danielle Phillips
In-Home Services Manager

Barbara Sawicki
Nutrition Site Coordinator

Isabel Shank
Homemaker

Renee Shea
Nutrition Aide

Diana Sloban
Nutrition Assistant Site Coordinator

Renee Sonnie
Nutrition Site Coordinator

Melissa Sprague
Receptionist

Beth Swain
Social Worker

Lydia Timperio
Homemaker

Joseph Tomsick
Chief Executive Officer

Sheilah Vaccariello
Nutrition Aide

Melissa Weber
Social Worker

Kathy Wingo
Nutrition Services Assistant

Brittanie Zerby
Nutrition Aide

Sharon Zuzek
Nutrition Aide

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 resources for aging adults and their support system. In conjunction with community partners, the Lake County Council on Aging will provide the highest level of education, advocacy, services and support.

Services

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

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 goal of our outreach efforts is to increase the community's knowledge of the services and programs available for seniors in Lake County. As the COVID-19 pandemic began to take the form of a major health crisis, our agency was forced to suspend most of its outreach efforts, and cancel all community events, including its major fundraiser "March for Meals."

Reaching all Lake County seniors and their support systems with important information about COVID-19 and how to prevent its spread became a top priority. With the support of the Lake County Board of Commissioners, the agency's quarterly newspaper, Bridge, began to be delivered to every senior household in the county.

Beginning with the 2nd quarter of 2020, a significant portion of Bridge was devoted to how COVID-19 was forcing many agencies like the Council on Aging to implement temporary changes to the way they serve our senior community. Working with our partners, we compiled this information to help seniors across the county stay informed of the many valuable resources and supports that were available throughout our community.

During the COVID-19 pandemic, seniors experienced social isolation in a whole new way. As research has shown, these feelings of loneliness can pose a great danger to their health and well-being. The Council on Aging and its CEO turned to its weekly radio program in order to provide seniors with answers to their concerns regarding the virus, senior health, finances, Medicare, and many other issues that affect older adults. The radio show, "Our Aging World," is broadcast on WINT Radio and stretched our outreach capabilities through entertaining discussions and interviews with experts.

In 2020, the over 170,000 copies of Bridge were distributed across Lake County. The agency answered 18,292 calls into the agency and our website, www.lcco.org, received 34,535* page views.

*Figure based on average visits reported by Google Analytics.

“

Thank you to all of you for excellent service, for friendly smiles, for making my day brighter. From my heart... deep appreciation.
– Lydia

”

“

Thank you for everything you are doing to provide not only a meal, but also hope to so many seniors in the community. I know these are very difficult times but I do appreciate your service and dedication. –Tessa

”

Current Board of Trustees

We are fortunate to have a dedicated and experienced board of trustees to help in our mission to support aging adults in Lake County. Through their expertise, the board of trustees provides legal, financial and governance oversight for the Council on Aging. Board members volunteer to serve multiyear terms and generously support our efforts with their time, talent and passion.



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



Shannon Cianciola
Vice President
Manning & Clair
Attorney at Law



Kimberly Tutolo
Vice President-Elect
Hospice of the
Western Reserve



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



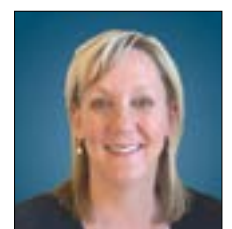
Megan Coy
Astra Zeneca



Gini Geffert
Lake County Veterans
Service Commission



Lynnmarie Landwei-Phillips
Lake County Board
of DD/Deepwood



Mindy Mallet-Kovalcheck
Lake County



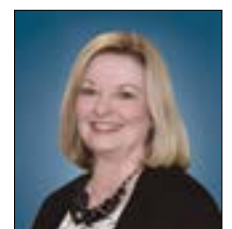
Sunny Masters
Recent Board President
Retired, Hospice of the
Western Reserve



Paul Pahoresky
JLP, CPAs



Nancy Sanden
Brunner Sanden Deitrick
Funeral Home &
Cremation Center



Eileen Yates
Retired, Ohio Living Home
Health & Hospice

Patricia Mackey, Honorary Board Member

Senior Nutrition Programs

Senior nutrition programs have always been important to the well-being of seniors, but 2020 increased the need to a critical level during the pandemic making it an “essential” service for seniors.

Participants have always benefited from improved nutrition and less worry over food insecurity, but in 2020 access to food became a higher priority issue. In addition, the opportunity for socialization in the Lunch Place drive-thru or with their Meals on Wheels driver became even more important when seniors were advised to limit their activities outside their home and with others, as 57% of the seniors enrolled in our programs live alone and 73% of home delivered clients are frail or disabled.

Extra attention was paid to take a few minutes to talk with each client when providing meals, helping to reduce feeling of isolation and loneliness, as well as sharing information on the agency’s Phone Pal program. Seniors and their families found comfort in knowing their loved one had nutritious meals for the week and a social connection. Congregate and home-delivered clients were also called by nutrition staff once a week, in between services, to “check in” and provide a social connection. Seniors rely on the nutrition site to be there for them and often call when they are lonely or need additional assistance. We are



Jerry and Marie Bartels became CoA nutrition volunteers at the height of the pandemic.

honored to be a valued resource for seniors.

Safety protocols were implemented in each nutrition site. All employees and volunteers entering the site are required to wash their hands upon entry and wear a mask at all times. Kitchen staff and volunteers are required to wear an N95 mask or face shield and mask while serving on the tray handling open food. Volunteer drivers in most sites, do not enter the building. If they do enter, it is with wearing a mask and for a limited time to pick up their delivery bags and route sheets. Volunteer drivers are required to wear a mask and gloves when delivering meals. All nutrition sites increased cleaning and sanitation to meet new CDC guidelines. Every surface, including delivery bags, is sanitized daily.

Lunch Place

Each Lunch Place site is located within a short drive of nearly every Lake County resident. In 2020, lunch sites served over 41,000 meals to 545 seniors — a 48% increase over 2019. The year began with seniors enjoying a good meal, friendship, laughter or sometimes a game of cards at their dining table in the senior center. When the pandemic hit and the senior centers closed, we transitioned to a congregated meal drive-thru program once a week, where seniors could get a full week of meals.

2020 LUNCH PLACE MEALS

Location	# meals served
Eastlake	12,633
Madison	5,476
Painesville	4,142
Wickliffe	13,433
Total Meals (48% increase)	41,024

Funding

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. Additional funding during the pandemic came from the Cares Act to help meet the need for essential nutrition services. The United Way also provides funding specifically for the congregated Lunch Place sites.

The meal participants have an opportunity to contribute a portion of the cost of their meals through an anonymous donations system. This process assures that no one is turned away due to their inability to contribute toward their meal.

2020 Senior Nutrition Program Total	# meals
Total Lunch Place	41,024
Total Home-Delivered Meals	188,412
Total Passport	6,840
Lake County Fair Senior Day	n/a
Holiday Home-Delivered Meals	279
Blizzard Bag Meals	137
Pantry / Frozen Emergency Meals	150+
Emergency Shelf-Stable Meals	8,000
Grand Total Meals	244,842*
*21% increase in meals provided	



Thank you to the Meals on Wheels program. It has been a godsend to me. I’ve noticed that the meals lately have a bit more variety and are tastier. Please let your staff and volunteers know that their work is appreciated. —Ruth

Home-Delivered Meals (Meals on Wheels)

With the assistance of volunteer kitchen aides and drivers, over 195,000 meals were delivered to seniors who are unable to get out or shop, have difficulty seeing or standing to prepare meals, or live within modest means. The number of seniors served and meals provided increased by 12% in 2020 to nearly 1,100 clients. 2020 began with clients being served a hot meal five 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. Delivery transitioned to two–three days per week providing a hot meal and additional frozen meals for nondelivery days. A box of five shelf-stable meals were distributed to all clients and blizzard bags containing two days of nonperishable food items were delivered to clients who requested help stocking an emergency food pantry. Deliveries were made with new safety protocols that included volunteers wearing masks and gloves and maintaining a six-foot distance after knocking on the door to keep seniors and volunteers safe while still providing an in-person conversation and well check.

2020 HOME-DELIVERED MEALS

Location	# meals served
Eastlake	39,476
Madison	20,660
Mentor	52,552
Painesville	49,585
Wickliffe	26,139
Passport Meals	6,840
Total Home-Delivered	195,252

Homemaker Program

Aging adults often find that one of the main obstacles to living independently is managing a home. The Lake County Council on Aging’s Homemaker Program is light housekeeping program committed to providing practical assistance with routine household chores that will help Lake County seniors remain independent in their own home. In addition to cleaning tasks, our homemakers provide socialization and a safety check to promote a safe, clean and healthy environment where seniors can feel a greater sense of confidence and security. 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.

In March of 2020, the Homemaker Program faced a new challenge it had never encountered. The global pandemic forced the suspension of homemaker services from March 16 to June 22. The Lake County Council on Aging carefully planned the program restart to ensure service delivery was conducted in a safe manner with an emphasis on preventing or minimizing exposure to COVID-19. Following established COVID-19 protocols enabled the Council on Aging to provide uninterrupted homemaker services for Lake County seniors for the remainder of the year.

COVID-19 mandates restricted homemaker clients from leaving their homes and being able to spend time with their children and grandchildren. The biweekly light house cleaning visit helped decrease feelings of isolation some seniors were experiencing and also provided a wellness check. Prior to every visit, the homemaker asked the client if they were experiencing any symptoms of the virus. During the visit, the homemaker engaged in friendly, socially distant conversation not only to reduce loneliness for some of our most vulnerable seniors but also assess their situation for potential unmet needs during this uncertain time.

Clients have been appreciative of the continued relationship and have shown this by doing their part and wearing masks without complaints while our staff in is their home, thus showing the respect and appreciation goes both ways.

2020: Provided 1,634 total units of Homemaker Services to 155 Lake County senior households.

Nonmedical In-Home Care Program

The Nonmedical In-Home Care Program provides in-home assistance with activities of daily living, focusing on personal care, for Lake County senior citizens to support aging in place. Eligible seniors are assigned to a contracted home healthcare agency that provides two hours of in-home care once per week. Caregivers provide assistance or supervision with bathing. Caregivers provide service based on tasks outlined in a care plan. Some tasks include: basic nail and skin care, oral hygiene, light housekeeping, laundry, changing bed linens and planning and preparing meals. This service is funded by the Lake County Board of Commissioners.

2020: Provided 3,439.25 total units of non-medical services to 97 Lake County senior households.



Lake County Council on Aging
8520 East Avenue, Mentor, Ohio 44060
(440) 205-8111 • www.lcco.org

Our Appreciated Volunteers

Now and throughout our history, volunteers have played an essential role for the Council on Aging, our staff, and the clients we serve. We are deeply appreciative to all of these individuals for the incredible energy they gave to our community during 2020, navigating the many challenges that COVID-19 presented. Thank you for supporting our mission, we are forever grateful.

Abramczyk, Pat
Achter, Jessica
Adams, Raymond
Albanese, James
Alecci, Debbie
Ambrose, Jack
Ambrose, Rosemary
Ananda, Rady
Anderson, Alberta
Anderson, Dennis
Antos, Barbara
Armour, Christine
Arnold, Stephen
Aten, Libby
Baeslack, Shelley
Baker, Beatrice
Baker, Cindi
Ball, Kay
Ball, Sierra
Ballinger, Kristi
Balog, Caroline
Baltus, Bob
Baltus, Mary
Banerjee, Ashoke
Banerjee, Swapna
Barajas, Alyea
Barrett, Mike
Barrett, Neil
Bartels, Jerry
Bartels, Marie
Bartholomew, James
Beck, Kenneth
Beck, Richard
Behrens, James
Berlin, Don
Berlin, Sandra
Berry, Tom
Biasotti, Bill
Blewett, Anthony
Block, Stacie
Bockhoff, Peggy
Boesken, Jeanie
Boka, Carla
Bonelli, Michael
Bordelon, Clarence
Bowers, William
Brewer, John
Briar, Patricia
Brichford, Sandra
Bricker, Arthur
Bromelmeier, John
Brown, Elijah
Brown, Kim
Buckman, Beth
Buckman, Bill
Budzicki, Blair
Bukovesky, Byron
Burney, Drew
Burr, Joyce
Bush, Gary
Buzanski, Mary Ellen
Buzanski, Ray
Campbell, Brad
Cardillo, Joan
Carlile, Timothy
Carlson, Thomas
Casey, George
Caswell, Clem
Caswell, Deborah
Caswell, Denise
Cavallaro, Dennis
Chom, Iva
Ciancola, Shannon
Cintula, Geraldine
Cipkus, Dona

Claflin, James
Cogan, Daniel
Connell, Joe
Corban, Ronald
Corrigan, Tom
Cox, Selena
Coy, Megan
Craft, Kathy
Crognale, Victoria
Curtiss, Lorna
Czeck, Carole
Daley, Melissa
David, Carol
Davies, Ronnalee
Davis, Lynn
DeAngelo, Marie
Deans, Gary
Delamotte, Abby
Deliere, Heather
Denison, John
DiDonato, Danielle
Dillow, Marilyn
DiMare, Denise
Dombeck, Frank
Doty, Pat
Downs, Shirley
Dragon, Tara
Drazetic, Johnna
Duca, Dale
Ducsay, Kaye
Ducsay, Robert
Dunham, Char
Dunham, Richard
Dyckman, Lois
Eastlake Baptist Church
Eberling, Frank
Edmisten, David
Edmisten, Vicky
Edwards, Wendy
Ehle, Roger
Eierman, Akexa
Elliott, Angela
Elsaesser, James
Erb, Ruth
Erb, Tom
Erbaugh, Sharon
Erbaugh, Tom
Evans, Thomas
Faith Lutheran,
Falcone, JoMarie
Fatica, Donald F
Faught, Laura
Federico, Barb
Fellenstein, Paul
Ferguson, Cheryl
Ferguson, Doug
Ferrara, Lisa
Field, Bud
Fisher, Beth
Fleming, Rita
Forrai, Robert
Fortuna, Christine
Fox, Tabby
Frank, Debbie
Fried, Steve
Fuhrman, Raymond
Gallese, Marylin
Garcar, Michael
Gayle, Nisci
Geffert, Gini
Geisman-Turk, Barbara
Gerhardt, Linda
Giaconia, Phillip
Giarrizzo, Jacquelyn
Gibson, Marjorie

Gilbert, Laurie
Gish, Tina
Glass, Joel
Glavac, Pattie
Goff, Tom
Golladay, Ruth
Gordon, Monna
Gouldsbury, Pamela
Grablovic, Maribeth
Grodecki, Annette
Gruss, Terri
Gryzmala, Mary
Guarnera, Tom
Gundelach, Carol
Hahn, Stephanie
Halko, Janet
Hanchuk, Heather
Hanf, Brent
Hange, Linda
Hannon, Yumiko
Hanrahan, Mary
Hargest, Jan
Harris, James
Harris, Mary Ann
Harrison, Kathleen
Hayes, Mary 'Peg'
Hayes, Robert
Hayhurst, Geraldine
Hayward, John
Hencie, Rob
Hendrickson, James
Herjazi-Garcia, Claudia
Heston, Roger
Hill, Sarah
Hine, Dee
Hinkel, Irene
Hinkel, Jerry
Hite, Denis
Hite, Patricia
Hoffacker, Ken
Hogan, Alice
Hollerbach, Michelle
Horvath, Kay
Horwitz, Susan
Howell, Kathy
Hren, Mary Ann
Hribar, Edward
Hrovat, Lisa
Hrovat, Loretta
Huber, Susan
Humar, Cyndi
Humensky, Karen
Ilacqua, Gina
Irish, Annette
Jankowski, Dorothy
Jenkins, Jim
Jennens, Terry
Jeschinig, Gina
Johnson, Kelly
Kasserman, Stan
Kaufman, Stanley
Keep, Diane
Keim, Allen
Keller, Brenda
Kelley, Lynn
Kelly, James
Kelly, Lori
Kilroy, Marilyn
King, David
King, Dolores
Kingzett, James
Kinsey, Diane
Kinsey, Douglas
Kish, Ken
Klements, Donna

Klinger, Robert
Knaus, Robert
Knific, Zita
Koerwitz, Janet
Kohut, Patricia
Koller, Diane
Koons, Fran
Kothari, Prabodh
Kovacic, Barb
Kovalcheck, Mindy
Kozich, Bill
Kozsey, Janet
Kramer, Fred
Krause, Jack
Krech, Susan
Kroeger, Daniel
Krstolic, Ken
Krstolic, Lynda Joy
Krysiak, Nikki
Krysiak, Sandy
Kukura, Suzanne
Kuntz, Bob
Kuntz, Carol
Labadie, Ona
LaBant, June
Lane, Terry
Lauria, Nicole
Leiden, Bruce
Leissa (Matetic), Cheryl
Leone, Marge
Leslein, Rebecca
Lewis, Len
Livingston, Joyce
Llewellyn, Linda
Logan, Lawrence
Lorence, Linda
Lowe, Deanna
Lucker, Don
Lucker, Stuart
Lynce, Natalie
Lytle, Cheryl
Lytle, Rick
Malek, Dave
Mannion, Paul
Manteuffel, Lynn
Marcotte, Andrew
Margalis, William
Marinelli-Voit, Stacey
Marinko, Andrea
Martin, Dan
Martin, Thomas
Martinez, Jessica
Mason, JoAnne
Mason, Stephen
Masters, Sunny
Mathew, Cassandra
Mattice, Cheryl
Maurer, Larry
May, Janet
Mayher, Kathleen
Mazurek, Nancy
Mazurek, Ronald
McCarthy, Colleen
McClendon, Vernetta
McCoy, Ethan
McCullough, Anastasia
McGiffin, Katherine
McGiffin, Paula
McGinnis, Amy
McGlone, Lindsay
McHugh, Christine
McHugh, Dwight
McIndoe, Sarah (Sally)
McLaughlin, Jennifer
McMahon, Barbara

McNeal, Phillip
McNeal, Rita
Medlen, Tom
Melcher, Jaime
Melsheimer, Diane
Melvin, Debby
Mendralla, Bonnie
Mengelkamp, Tom
Metenyi, James
Metti, Raymond
Meyer, Bob
Meyer, Dolores
Meyer, Larry
Miller, Carol
Miller, Jayne
Miller, Laura
Minton, Robert
Misenko, Andrew
Mitchell, Tina
Moffett, Karen
Mokwa, Laura Lucas
Moore, Dan
Moran, Doris
Moran (Russell), Leeann
Morgan, William
Mosman, Jennifer
Moster, William
MS Student Makers Club
Mulhauser, Judy
Murphy, Lauren
Murphy, Mona
Murphy, Tom
Muscatello, Jennell
Muzic, Karen
Nagle, Danyelle
Nemie, Cameron
Nemerovsky, Evelyn
Newcomer, Susan
Niehus, Nancy
Nordyke, Joyce
Novak, Jean
Oberdoerster, Karla
Oberdoerster, Tim
O'Brien, Terrence
Offi, Eileen
Oldani, Debbie
O'Linn, Susan
Olivo, Elsie
O'Neill, Bridget
Orazen, Becky
Ozello, Patricia
Page, Jane
Page, Roy
Pahoresky, Paul
Pahula, Mike
Paluckas, David
Papadakis, Nicholas
Paradiso, Patty
Parke, Betsy
Parker, Julia
Parks, Colleen
Patel, Shayna
Paterniti, Carmen
Patfield, Lawrence
Patrick, Susan
Patt, Donald
Patton, Kevin
Peltz, Judy
Peppard, Debbie
Peppard, Michael
Pereksta, Pamela
Perry, John
Peters, Rae
Petre, Sally
Petrello, Bill

Petrello, Janet
Pevec, Therese
Phillips, Danielle
Phillips, Lynnmarie
Pilotti, Ken
Piros, Dale
Piros, Denise
Piszczor, Jane
Podgurski, Kimberly
Pope, Judy
Prunty, Dianne
Quignano, Lee
Raishart, Francis
Raishart, Marilyn
Ramirez, Fatima
Raymer, Ann
Raymer, Dawn
Rechlin, Linda
Retire Bee's,
Rice, Brian
Ricketts, Mary Anne
Riley, Christine
Ritley, Doug
Roberts, Diane
Robinson, Janice
Robinson, Richard
Rogan, Missy
Rogan, Tracy
Rogers, Brian
Routt, Lisa
Rozenberg, Irene
Sakach, Arlene
Saletel, Judy
Salinger, Claudia
Salinger, George
Sanden, Nancy
Sanders, Barbara Jene
Sandrey, Darlene
Sandrey, Michael
Sawyers, Bill
Sbrocco, Lois
Sbrocco, Michael
Scerbo, Jennifer
Schaefer, Melissa
Schafer, Jamie
Schiele, Denny
Schmidt, Linda
Schock, Delmas 'Del'
Schreckengost, Jack
Schreckengost, Mabel
Shanley, Ann
Shriver, Mary 'Kitty'
Sironen, Joseph
Sironen, Rose Mary
Skouby, Robert
Smith, Cheyanne
Smith, Mary
Smith, Pam
Smolik, Greg
Soeder, Diana
South, Beth
Spears, Quantez
Spotz, Mary
St Mary's School Girlscouts
Stanek, Larry
Stanicki, Jeff
Stefanik, James
Stefanik, Sandra
Steinicke, Jack
Stevens, Pat
Stoneman, Nancy
Stratz, Robert

Strong, Darlene
Summers, Tim
Svendsen, Linda
Swinehart, Gary
Szeker, Frank
Taraska, Barbara
Tatonetti, Diane
Terranova, Carol
Teschke, Cathy
Thoeni, Noelle
Thomas, John P.
Thorne, Alan
Trepal, Esther
Troha, Bob
Trombley, Tom
Tursich, Debbie
Tursich, James
Tutolo, Katey
Tutolo, Kimberly
Unites, Dorothy
Vaccariello, Mike
Vaccariello, Sheilah
Valderrama, Juan
Veneri, Chris
Vogt, Ken
Vogt, Mary Ellen
Voit, Michael
Volpe, Herman
Volpe, Sharon
Vosicky, Susan
Waclawski, Deb
Walsh, James
Walsh, Rae Lynne
Walter, Laura
Walters, Donna
Walters, James
Watson, Mary
Watt, Gregory
Weber, Emily
Weber, Melissa
Weglarz, Frank
Weglarz, Susan
Weintz, Philip
Weiss, James
Weiss, Lori
Welch, Michelle
Whitcomb, Tom
Wilson, Bruce
Winters, Sue
Woehrlie, Al
Wojciechowicz, Michael
Wollerman, Wayne
Woodworth, Marijane
Wymer, Teresa
Yates, Eileen
Yates, Tom
Yoon, Elliott
Yoon, Sylvia
York, Christine
Zadd, Daniel
Zadd, Donna
Zaller, Jane
Zaller, John
Zemanek, Luanne
Zemanek, Steve
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Zerman, Mary
Zettlemeyer, Elaine
Ziegler, Barbara
Zito, Mitchell
Zivkovich, Ed
Zuch, Frederic



Special Thanks to Our Adopt a Route Partners

Adopt a Route partners are businesses and service organizations 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 have higher employee satisfaction and employee engagement. The Adopt a Route program is a program that benefits the employees 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 organizations:

ASA
Cardinal Woods
Creative Solutions to Independence
Enpac

Griswold Home Care
Heartland
Hospice of the Western Reserve
Lake County Commissioners
Lake County Council on Aging

Madison Healthcare
Mentor Rotary Club
Painesville Rotary Club
Wickliffe Country Place



Just wanted to thank you for all of your help as my retirement draws closer. I really appreciated your guidance through some very confusing moments that I do not think I could have figured out without some help. Thank you again. –Otto



Volunteer Services Department

The pandemic in 2020 brought change to all our lives. Our volunteers stepped up to the challenge without question to provide essential nutrition services to seniors. New safety protocols were put into place, meal delivery schedules changed and we had to get creative and add drive-through pickup meals when congregate dining was no longer an option. These “everyday heroes” went above and beyond to continue to serve clients with the same care and compassion they had always shown our seniors. As the pandemic lingers, hundreds of volunteers continue to prepare meals at our nutrition sites, deliver Meals on Wheels, make friendly calls, send beautiful letters and cards and support numerous “behind-the-scenes” office projects.

In 2020, volunteers impacted the nutrition, loneliness and social isolation, information and support needs of our clients and special community events.



Nutrition Impact

Nutrition Centers. Along with the Nutrition Center coordinator and staff, **44 nutrition assistant volunteers** assisted with general meal preparation, sealing and packing meals for delivery, and were the friendly faces that served food at four Lunch Places, our congregate meal sites.

Meals on Wheels Delivery. **409 volunteers** delivered nutritious meals and daily contact to seniors. The program supports independence while promoting the social, physical, and emotional well-being of seniors. The program consists of the delivery of a hot meal Monday, Wednesday and Friday along with a meaningful social interaction and well-being check.

Loneliness and Social Isolation Impact

Volunteers positively impacted the issue of senior loneliness and social isolation through nutrition services as mentioned above and more specifically through the following volunteer roles.

Friendly Visiting. **9 friendly visitor volunteers** provided companionship to Lake County seniors who have few opportunities for social interaction. Their visits each week or every other week provided engaging conversation and connection that positively enhanced the life and well-being of the client.

Phone Pal Caller Program. **9 phone pal volunteers** made calls to seniors. This vital program connects homebound seniors by phone which maintained an ongoing relationship by providing a social connection to reduce loneliness and social isolation.

Powerful Pens Program. **10 pen pal volunteers** stayed connected to seniors by writing letters and sending handmade cards to reduce loneliness and social isolation.

Letters of Love and Handcrafted Cards. The delivery of a hand-crafted card to a Meals on Wheels or Lunch Place senior brings joy and uplifts spirits. Hand-crafted greeting cards were shared on Valentine’s Day, Fourth of July, Thanksgiving and Christmas with nearly 1,000 cards delivered on each holiday along with positive general hand-crafted greeting cards shared randomly throughout the year. 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, but support the mission and mail their cards to be included in delivery to seniors.

Information and Support Impact

Ohio Senior Health Insurance Information Program (OSHIIP): Under the guidance of our Aging and Disability Resource Center, trained Ohio Senior Health Insurance Information Program (OSHIIP) volunteers provided information to resolve Medicare, Medicaid, and secondary health insurance questions. **6 volunteers** helped seniors make informed decisions regarding Medicare benefits by providing free, unbiased information.

Grocery Shopping: **29 grocery shopping volunteers** met biweekly with clients who can no longer leave their home to grocery shop. Grocery shopping support services enabled clients to remain independent in their own home; as well as enhance their nutritional well-being.

Administrative: **10 administrative volunteers** provided support behind the scenes in the business office to ensure the delivery of programs and services.

Training: Volunteers, as well as employees, are required to participate in annual required training to build upon their knowledge and skills and ensure high quality service is being provided to our seniors.

Events and Community Projects

Event and Community Project volunteers assisted in an array of activities; including, Blizzard Bag Food Drive, Thanksgiving and Christmas meal delivery. Many of these volunteers join us just once a year for the special project and others serve in addition to their regular volunteer roles. Senior Day at the Fair, March for Meals and Lake County Fair Parade were put on hold this year due to the pandemic.

Blizzard Bags. The Blizzard Bag Food Drive, an annual event, collected more than **6,000 food items** at multiple collection locations in the community, including drive-thru collections at Lake County Council on Aging. Food donations were sorted into types of food and packed for a three–four day food supply into **136 blizzard bags**. Blizzard bags are designed to ensure that clients who receive Meals on Wheels have food resources in case of an emergency cancellation of delivery.

Thanksgiving and Christmas Meal Delivery. The holidays can be a difficult time of year for many seniors, especially in 2020 with so many families unable to get together due to the pandemic. LCCoA remained committed to delivering a hot meal and holiday spirit to our clients who would otherwise be alone. **24 volunteers** on Thanksgiving and **27 volunteers** on Christmas delivered a special holiday meal from Lake Health Medical Centers to **143 seniors** on Thanksgiving and 136 seniors on Christmas. The large number of those willing to deliver on a holiday enabled each volunteer to spend more time visiting with clients and sharing holiday joy.

Volunteer Impact	# of Hours	# of Volunteers*
NUTRITION		
Meals on Wheels/Lunch Place meals	11,280.25	453
LONELINESS/SOCIAL ISOLATION		
Friendly Visiting	88.75	9
Friendly Caller Program	93	9
Letters of Love & Cards Program	1,172.75	43
INFORMATION AND SUPPORT		
Benefits Assistance (OSHIIP)	96	6
Grocery Shopping	201	29
Administrative	338	10
Training	453	
EVENTS/COMMUNITY PROJECTS		
Blizzard Bags	136	18
Thanksgiving Meal Delivery	49	24
Christmas Meal Delivery	56	27
Board of Trustees	144	12
Total Volunteer Hours	14,107.75	646

*Duplicated count

Lake County Council on Aging volunteers contributed 14,107.75 hours of service, often in multiple roles and multiple locations.

The value that they added to our programs and services benefiting Lake County seniors and the community was priceless.



Jack Ambrose, one of the hundreds of volunteers who helped the Council on Aging during a very challenging time.

“

I would like to thank everyone who was involved with giving food for the seniors of Lake County, Ohio. This food came during the difficult time of the virus. The organization, distribution, and the volunteers made sure the food was given in a smooth and friendly way. In fact, we stayed in the car while they put the box of food in our trunk. Thank you for providing us the food and means of receiving it. Thank you also for thinking of us seniors. God bless you all! –Diana

”

Special Recognition

Throughout 2020, the Lake County Council on Aging saw tremendous support from the Lake County community in serving seniors during a very difficult period. Local governments, organizations and businesses graciously donated manpower, supplies and food and arranged community-giving opportunities to help seniors in need. Here is a partial list of those who helped us in incredible ways:

Adventure Subaru
 Alyea Barajas /Board of County Commissioners
 Dale Smith / Mentor Rotary
 Edwins Leadership & Restaurant Institute
 Fire Chiefs of Eastlake, Madison & Wickliffe
 Ganley Subaru
 Gordon Food Service
 Greater Cleveland Food Bank
 Best Solutions Inc.
 Lake County Emergency Management
 Karen Bowersox
 Lake County Senior Centers
 Laketrans
 Lifeline
 Madison Senior Center Staff
 Ohio State Highway Patrol
 Pastor Royce / Lifebrand Cowboy Church
 RSVP Volunteers
 St. Gabriel Church
 United Way of Lake County
 Western Reserve Area Agency on Aging
 Wickliffe Senior Center Staff
 Wickliffe Service Employees

Our Aging World Radio Show

The Lake County Council on Aging produces a weekly educational radio program, entitled "Our Aging World." The one-hour broadcast is aired in kind over WINT Radio, 1330AM and 101.5FM. An online airing of the show is available at tunein.com.

The program is hosted by Joe Tomsick, CEO of the Lake County Council on Aging with interviews of experts in a variety of fields. As the pandemic brought near total seclusion for many older individuals in Lake County, the radio show became a reliable information source and connector for seniors.

Here is a partial list of some of the guests who appeared on the weekly radio program during 2020:

Alzheimer's Association
 American Red Cross
 Behavioral Health Services
 Better Business Bureau of Cleveland
 Catholic Diocese of Cleveland
 Cleveland Aquarium
 Cleveland Clinic Geriatric Services
 Cleveland Sight Center
 Eastlake Fire Department
 Elder Abuse Awareness Day
 The Fine Arts Association
 Forbes House
 Great Lakes Mall
 Hearing Specialists
 Home Care Companies
 Home Safety/Maintenance
 Lake County Board of Commissioners
 Lake County Council on Aging
 Lake County Department of Utilities
 Lake County General Health District
 Lake County Master Gardeners
 Lake Health Center for Geriatric Psychiatry
 Laketrans
 Lifeline/211
 Mentor Fire Department
 Mentor Public Library
 Motivate Lake County
 NAMI Lake County
 National Kidney Foundation
 Project Hope for the Homeless
 Social Security Administration
 United Way of Lake County
 University Hospitals Senior Assessment Program
 US Census Bureau
 Willoughby Eastlake Public Library



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 2020.

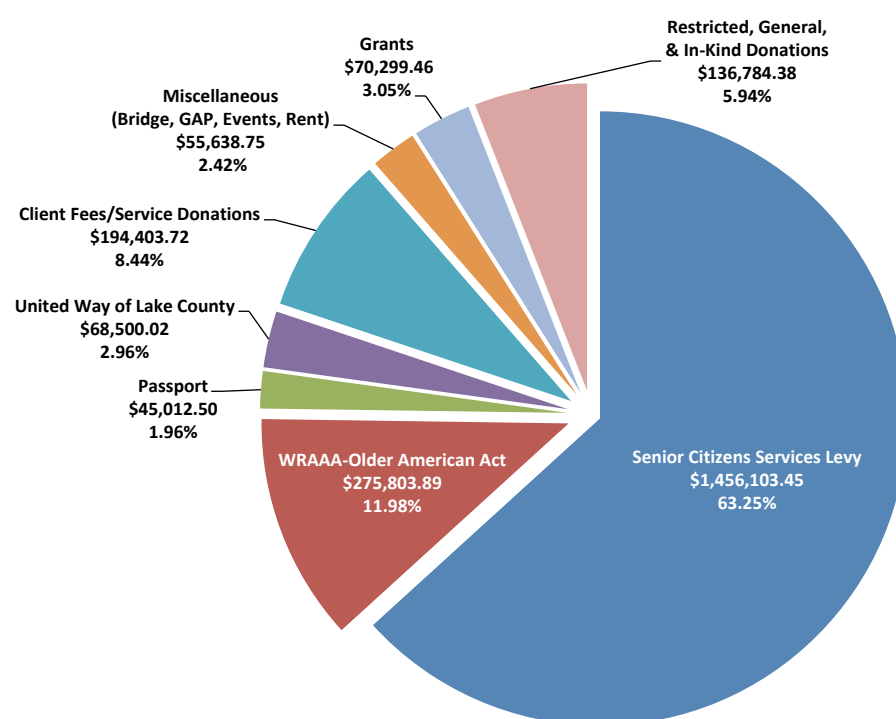
Approximately 63.25% of the Council on Aging's 2020 operating funds were received from the Lake County Senior Services Levy and approximately 11.98% from Older American Act funds.

We are extremely grateful for the additional 48,000 home-delivered meals and 10,000 congregate (drive-thru picked up) meals from the Family First Coronavirus Response Act (FFCRA) funding for the 2020 program year through Western Reserve Area Agency on Aging. We also want to thank Meals on Wheels America for \$100,000 in additional funding that Lake County Council on Aging used for shelf stable meals and home-delivered hot and frozen meals. We were also able to use those funds to replace old and inefficient commercial ovens, refrigerators, and freezers at the various nutrition sites as well as replace home delivery hot/cold bags.

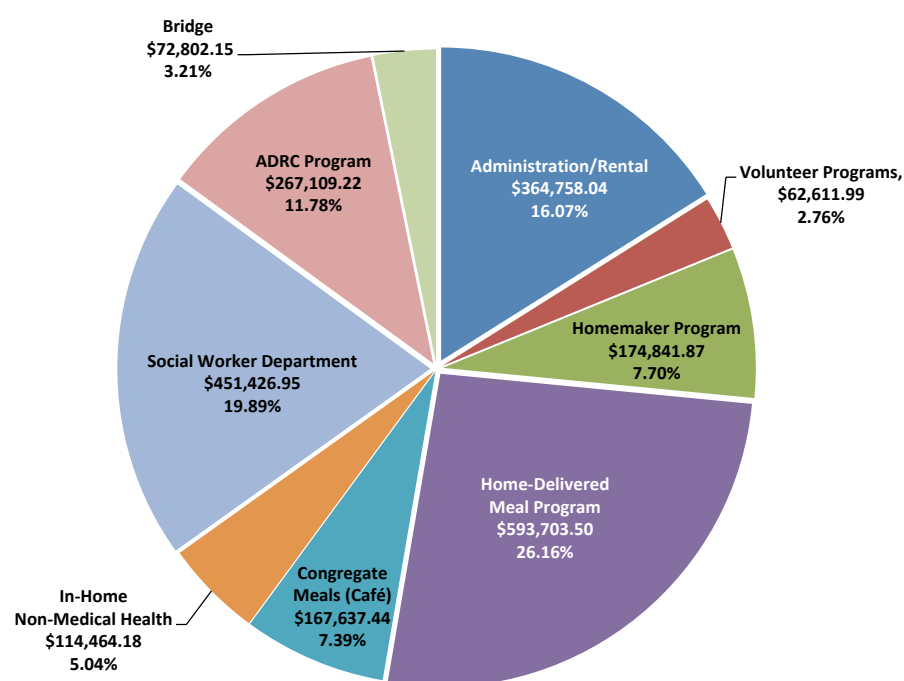
We also are sincerely appreciative to the residents of Lake County for their ongoing and future support of the levy as well as the increased donations the agency received throughout the challenging year of 2020.

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.

2020 Operating Revenue By Source (Unaudited)



2020 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

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 2020. From individuals and teams to organizations and foundations, the generosity of these key partners enables the Council on Aging to make a difference in the lives of our older population. We are truly grateful for your support.



\$10,000+
Meals on Wheels America

\$5000-\$9,999
Slovenian Workman's Home

\$2,500-\$4,999
Lake Health
Western Reserve Junior Service League
Visiting Angels of Northeast Ohio

\$1,000-\$2,499
Eastlake Nutrition Site Walk Team (Hayhurst / Gish)
Griffin Technology Group
Lake & Geauga Area Association of Realtors
James Llewellyn
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\$500 - \$999
A Heavenly Helper Home Care
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Jean Zur

IN MEMORIAM
The following are donations made to honor the life of someone who has passed and to keep their memory alive.

In Memory of Alfred Grechar
Gordon Food Service

In Memory of Ann Krantz
David Byrne

In Memory of Gordon W. Fawcett
Margaret Fawcett

In Memory of Jean Soboslay
Nancy Manning

In Memory of Jim Barbina
Dorothy Barbina

In Memory of John Starp
Dana Dennis

In Memory of Kerry Troy
Cynthia Frabotta

In Memory of Martha Sabo
Concord Township
Firefighters Association

In Memory of Mary Lou Jones
David Jones

In Memory of Lila Jochum
Joseph Tomsick

In Memory of Sylvia Williams
Peggy Sue Matthews

In Memory of Susan Dominish
Joseph Tomsick

In Memory of Bruno Maniglia
Clairwood No. 40
George Corbett
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Sylvia Lindrose
Dennis Lory
William Luff
Patricia Marano
Margaret McDonnell Schabel
Jeffrey Mottice
James Muehlbauer
M. Safenovitz
Mike Shaw
Frank Spisich

In Memory of Donald L. Kishton Sr.
Elaine Werner
Kathleen Canda
Francis Fisher
Elizabeth Martin
Patricia Mramor
Daniel Beldowicz
Jody Cleary
Janet Heidkamp
James McKee
Jeffrey John Moyer
William Buckley
Anne Hassoldt-Fenoff
Cordelia Robinson
Paul Dey
Dallas Rodgers
Joel Ingebritson

IN HONOR

In Honor of Mary Ann Swanson
David Moon

In Honor of Barb Henderson
Greg Henderson

In Honor of Maribeth Grablovic
Spence Kline

IN KIND

A-1 Mr. Limo
A-1 Restaurant Supply
Busy Bees Pottery & Arts Studio
Capital Health Home Care
Cedar Point
Cherished Companions
Cleveland Browns
Cleveland Cavaliers
Cleveland Monsters
Craggy Bogland's Irish Pub
Dante Citraro
Eastlake Baptist Church
The Fine Arts Association
Gloria Jeans Coffee
The Greens Care and Rehab
Goodtime III
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Lake Metroparks
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Mentor Ice Breakers
Mentor Salt Cave
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Trolley Tours of Cleveland

Social Work Services

The year 2020 started out as every other year and within a very short period of time everything changed. COVID-19 hit and the world as we knew it changed and forced everyone to examine what is essential and what could be put on hold temporarily. The Lake County Council on Aging Social Work Department maintained an essential role in helping seniors in Lake County obtain basic services such as food and prescription medications. Thanks to the continued funding from the Lake County Senior Service Levy, the Council on Aging was able to continue to offer social worker services at no cost to Lake County residents age 60 and over.

Due to the highly contagious spread of COVID-19, Ohio ordinances, and the additional risk the virus placed on everyone (especially on our senior population), Lake County Council on Aging's management and staff needed "to think outside the box" to ensure delivery of services while at the same time keep the clients, volunteers and staff safe. The Social Work Department continued to accept new referrals to the agency as well as to reassess the active clients for the continuation of services. All of this was accomplished via the phone. The most essential services that social workers provided changed with more of the focus on nondirect-contact grocery shopping and prescription delivery for seniors without a support system or other options. Social workers also partnered with the city of Mentor and the Greater Cleveland Food Bank to deliver fresh produce monthly and became the listening ear for the seniors who could no longer safely venture out to the community or even visit loved ones.

Social isolation reached epic proportions due to the COVID-19 which led to a sense of loneliness and a feeling of a lack of belonging. These conditions exacerbated the already concerning health concerns of the seniors. Social workers became the senior's extended family by ensuring they had basic needs, being the grocery shopper and the friendly caller.

Throughout it all, the need remained the same and the social workers completed assessments and continued to make referrals for home-delivered meals, homemaker services and the Nonmedical In-Home Care Program. The social work team also ensured that all reassessments were completed according to the appropriate time frames. Although safety standards and mandates changed the way service was delivered for most of 2020, every senior referred to this agency received the assistance that they needed.

2020 Social Work Services:

- Provided services to 1,369 unduplicated seniors
- Provided 1,328 home visits
- Completed 551 new client psychosocial assessments
- Completed 501 annual reassessments
- Completed 3,307.95 service hours



In 2020, Council on Aging nutrition and social work staff began delivering fresh produce monthly to isolated seniors.

“

Thank you so much for your programs and all that you have done to keep our seniors safe and fed! Since I am unable to visit my mother, I take comfort knowing that you continue to provide for her and her safety. I am a nurse in Rochester, NY and don't dare to visit her (during pandemic) or know when it will be safe to do so. I am so grateful for your programs and volunteers.
—God bless, Ellen

”

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 Aging and Disability Resource Center (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 ADRC serves as the "front door" to the agency as it functions as a starting place for accurate, unbiased information on all available community services and supports.



ADRC staff helping identify and prioritize appropriate services for older adults.

There are three core services offered through the Lake County ADRC: information and assistance, options counseling and benefits assistance.

Information & Assistance (I&A)

Information & assistance is a 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.

Grocery and produce assistance: As concerns over COVID-19 began to grow and the state entered a lockdown period, I&A specialists from the Lake County Council on Aging, together with Lifeline/211, played an integral role of registering seniors for two grocery distribution programs. These were collaborative efforts between the Council on Aging, Laketrans, Lifeline, Inc., the Board of County Commissioners, RSVP of Lake County, and the Greater Cleveland Food Bank:

Spring/Summer Grocery Delivery Program: Served 1,235 seniors

Summer Produce Pick-up Program: Served 5,565 duplicated senior households.

These programs met an identified need of food insecurity that resulted from the COVID-19 global pandemic and the Ohio stay-at-home order.

2020: Provided 5,806 information and assistance contacts.

Options Counseling

Options counseling takes information & assistance a 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 various 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.

2020: Provided a total of 90 hours of options counseling assistance to 56 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 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.

2020: Provided a total of 273 hours of benefits assistance to 292 unduplicated individuals.

2020: During Medicare open enrollment, six Ohio Senior Health Insurance Information Program (OSHIIP) volunteers provided Medicare information, education and assistance to 103 individuals totaling 96 volunteer hours of assistance.

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, cleaned, sanitized, and made available to Lake County seniors in need, free of charge. The Council on Aging also accepts unopened packages of incontinence supplies. H.E.L.P. was suspended for part of the year due to COVID-19.

2020: Provided 864 pieces of equipment to the Lake County community.