

Annual Report 2023



Welcome from the CEO



Joseph R. Tomsick
CEO

For over 50 years, the Lake County Council on Aging has been Lake County's trusted resource for older adults, their caregivers and people living with disabilities. Last year our agency again showed a commitment to supporting some of the most vulnerable members of our community. It is my pleasure to present to you our 2023 annual report, which details the

impactful work our organization accomplished last year.

Throughout the year, our dedicated staff, board members, and volunteers worked tirelessly to ensure that seniors were connected to vital services and informed about programs designed to address specific needs. Whether it was related to nutrition, social support, health services, or in-home care, our team remained committed to providing comprehensive assistance. Their efforts were instrumental in improving the quality of life and well-being of those we serve.

One significant step our agency took to meet that need was to relaunch the staff position of community outreach social worker. Our board and management team realized the importance of proactively reaching out to seniors who may not be aware of or are hesitant to access Council on Aging services. As a result, our Social Work Department now has a dedicated

licensed social worker engaging with seniors in various community settings across Lake County, including senior centers, apartment buildings, libraries, and food banks.

Last year the agency also announced its plans to relocate the Mentor nutrition site, forging a partnership with the Lake County Board of Developmental Disabilities/Deepwood. The new kitchen location offers improved space for staff, enhanced accessibility for volunteers, and opportunities for future expansion.

In the fall, the board of trustees presented the 2023 annual meeting after a three-year hiatus due to the pandemic. During the event, the late Joann Bentley was named as the Ruth A. Densmore Senior Advocacy Award recipient. Joann was recognized for her passionate dedication to supporting those less fortunate, and for her legacy contribution to the agency, a financial gift that ensures sustained support for our programs and services.

During the same meeting, the Council on Aging received an additional gift of \$150,000 from the Jerome T. Osborne and Georgeanne S. Osborne Charitable Trust. These funds will empower the organization to advance its ambitious plans of integrating two psychosocial assessment systems into a unified program. With this support, we anticipate fully launching the new program by mid-summer of 2024. This initiative will significantly enhance efficiency and effectiveness, ultimately leading to improved services for our community.

Large grants and generous bequests like these are indeed rare, and as such, our agency relies on additional funding sources to sustain our operations. Our primary support comes from the Lake County Senior Citizens Services Levy, supplemented by financial assistance from the Western Reserve Area Agency on Aging, various grants, fees, and the support of the United Way of Lake County. As a nonprofit organization, we also depend on the generosity of individual donors. We have listed each of their names within this report, and I encourage you to take a moment to view them.

In closing, I am profoundly grateful to our staff for their exceptional dedication to improving the quality of life for those we serve. Additionally, I extend my heartfelt appreciation to our board members and volunteers for their tireless efforts in assisting others in need. Our work would not be possible without these individuals, whose names are also acknowledged in this report.

Much has evolved since our founding in 1972, but our commitment to Lake County seniors remains resolute. I extend my heartfelt gratitude for your ongoing support.

Joseph R. Tomsick
Chief Executive Officer

Council on Aging

Current Staff

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

- Ann Marie Armaro**
Volunteer Engagement Specialist
- Fran Beale**
Social Worker
- Kellie Blauman**
ADRC I & A Specialist
- Connie Brocone**
Outreach Social Worker
- LaShonda Chillous**
Social Worker
- Cristina Cognati**
Social Worker
- Jamalliah Colon**
Nutrition Program Specialist
- Selena Cox**
ADRC Options Counselor
- Susan Fende**
Nutrition Aide
- Glynnis Fox**
Nutrition, Site Coordinator
- Amy Gallaher**
Homemaker
- Barbara Geisman-Turk**
Nutrition, Assistant Site Coordinator
- Joseph Greene**
Nutrition, Site Coordinator
- Barb Henderson**
Nutrition Aide
- Pattie Hibler**
Nutrition, Site Coordinator
- Debi Holland**
Director of Finance
- Gina Ilacqua**
Nutrition, Assistant Site Coordinator
- Christopher Jochum**
Director of HR & Facilities
- Joann Kirk**
Nutrition, Assistant Site Coordinator
- Dionne Liddy**
Nutrition, Assistant Site Coordinator
- Linda Llewellyn**
Director of Community Services
- Susan Meuse**
Nutrition Aide
- Christine Meyers-Rieder**
Receptionist
- Jennifer Michael**
ADRC I & A Specialist
- Jim O'Connor**
ADRC I & A Specialist
- Jackie Oliverio**
ADRC Manager
- Danielle Ouelette**
Homemaker
- Danielle Phillips**
Director of In-Home Services
- Maurcita Polk**
Nutrition Aide
- Kim Rae**
Social Worker
- Tim Rieder**
Social Work Manager
- Barbara Sawicki**
Nutrition, Site Coordinator
- Linda Shaffer**
Executive Assistant to CEO
- Sharon Shane**
Nutrition Aide
- Cathy Shank**
Homemaker
- Renee Sonnie**
Nutrition, Site Coordinator
- Beth Swain**
Social Worker
- Joseph Tomsick**
Chief Executive Officer
- Sheilah Vaccariello**
Nutrition Aide
- Patricia Wem**
Homemaker Manager
- Kathy Wingo**
Nutrition Services Assistant

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.

2023 Outreach Efforts

The Council on Aging strives to help people learn about the services and programs available for seniors in the Lake County community. All year long, the agency provides educational opportunities and outreach efforts for the public to discover the vital services and resources that the organization provides.

Throughout 2023, these outreach efforts included public presentations, speeches, information tables and booths, brochures, newspapers, magazines, the Web, Facebook, Bridge newspaper and a weekly broadcast of “Our Aging World” on local AM and FM radio.

351 outreach events in 2023 included the annual meeting, volunteer appreciation event, Senior Day at the Mall, Medicare presentations, Lake Erie College Health Fair, 133 outreach events of the Aging and Disability Resource Center including 84 outreach events at senior centers. Additionally, the Council on Aging had a booth, presentation or educational table at 105 community events like the United Way of Lake County kick-off event, Senior Farmers Market, and the Lake County Caregiver Forum. The agency also advertised services on Laketrans buses as well as WINT radio, in addition to its weekly radio show.

351 outreach events meant approximately 102,195 individuals received information on our services.

Additionally, with continued support of the Lake County Board of Commissioners, the agency’s quarterly newspaper “Bridge” was mailed to nearly every senior household in the county, about 54,000 homes.

210,000 copies of Bridge were distributed across Lake County.

The Council on Aging continued to partner with the Greater Cleveland Foodbank, Laketrans, the Lake County Board of Commissioners and Lifeline to provide free, fresh produce to Lake County seniors with weekly distributions at locations across Lake County.

47 Mobile Food Pantry distributions provided produce for 5,573 duplicated senior households in 2023. 2,261 individuals were registered through the Lake County Council on Aging.

The agency answered and managed 28,329 phone calls into the agency and the website, www.lcco.org, received approximately 44,895* page views.

*Figure based on average visits reported by Google Analytics.

“ ... I started my journey of discovering with outreach when I called requesting the assistance of your Meals on Wheels. Your social worker arrived soon thereafter... one good thing led to another and another program was suggested that installed safety grab bars. Now, thanks to the Council on Aging, I am well fed and safer. ~Bernice ”

Board of Trustees

We are fortunate to have a very talented group of individuals serving on its board of trustees. Our board members come from a rich variety of backgrounds and experiences, and are united by a common drive to help the oldest members of our community live a good quality of life.

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



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



Shannon Cianciola
Vice President
Manning & Clair
Attorney at Law



Paul Pahoresky
Secretary/Treasurer
PRP & Associates, LLC



Suzie Begovic
KeyBank



Ben Capelle
Laketran



Megan Coy
GSK



Marnie DeGuire
Maplewood Senior Living



Terri Findlay-Jones
Legacy Health Services



Mindy Mallett-Kovalcheck
Lake County



Lynn Manteuffel
Retired, Cleveland Clinic and
Pathology Laboratories Toledo



Katey Tutolo
Legacy Health Services



Eileen Yates
Retired, Ohio Living Home
Health & Hospice



Eric Ziegler
Edward Jones

Senior Nutrition Programs

Senior nutrition programs includes congregate and home delivered meals. A hot meal designed by a registered dietician is served every Monday through Friday to ensure one-third daily nutrition values. Home delivered meal clients have the option of also receiving frozen meals for the weekend. Home-delivered meals continues to grow. Congregate meals served in the Lunch Place locations, Wickliffe, Willowick and Madison senior centers and the Painesville Extended Housing community room, offer delicious healthy meals with a side of social activity with other seniors. Congregate participation grew in 2023 with an increase in the number of seniors attending and the number of meals served. The nutrition program is critical to assisting seniors with remaining healthy and independent in their homes.

The additional support programs available to home delivered meal clients include supplemental pet food, commodity supplemental food and fresh produce. The purpose of these support programs is to bring more nutrition into a senior's life by delivering fresh and shelf-stable food and reducing senior food insecurity.

The Meow or "Woof Pet Meals on Wheels" program offers seniors the ability to enjoy their entire nutritious meal and have more dollars for their own food shopping, while maintaining the health of their four-legged family members, who offer so much comfort and companionship for seniors' emotional well-being. The program grew in 2023 to provide more supplemental food to more seniors and more pets along with a limited amount of assistance for veterinarian and grooming services. The focus of the program in 2023 was growth and creating sustainability, which will continue into 2024, through pet food drives in the community.

The fresh produce program served 19% fewer seniors in 2023 due to normal attrition to the program, but the service was robust for the core group of seniors who received 34% more fresh produce deliveries. Open registration for seniors who meet the income guidelines is targeted for spring of 2024. Fresh fruits and vegetables add an incredible nutritional value to a senior's diet and are frequently seen as a special treat.

The Commodity Supplemental Food Program box continues to be delivered to current registered seniors who meet the federal income guidelines for the program. The box provides a variety of shelf-stable food items and two lbs. of cheese. The extra shelf-stable

Nutrition Funding

Funding for the senior nutrition programs comes from a variety of 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. The United Way provides funding specifically for the Lunch Place congregate meal program, Subaru "Share the Love" event and Jiffy Lube "Drive to Do More" campaign provide funding for Meals on Wheels and a grant from Petsmart Charities allocated by Meals on Wheels America was received to develop the Pet Meals on Wheels program. 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.

2023 Senior Nutrition Program Total	# Meals
Total Lunch Place	18,680
Total Home-Delivered Meals	195,432
Total Passport	4,430
Lake County Fair Senior Day	350
Holiday Home-Delivered Meals	204
Blizzard Bag Meals	152
Pantry / Frozen Emergency Meals	100+
Grand Total Meals	219,348

• 6% increase compared to 2022

food items add nutritional value to a senior's overall food intake and provide items for an emergency pantry. Unfortunately, the boxes weigh over 30 lbs. and delivery can be challenging for senior volunteers. Due to these difficulties, new enrollment in the program will be stopped in 2024. However, the program is still committed to providing support to currently registered seniors who qualify for assistance.

NUTRITION SUPPORT PROGRAMS		
Service	# Clients Served	# of Items
Pet MOW	125 clients 258 pets	1,675 pet food packs
Commodity Supplemental Food Box	19 clients	169 boxes
Fresh Produce	72 clients	569 boxes

Lunch Place

The four Lunch Place sites are located within a short drive of nearly every Lake County resident. The Lunch Place offers a welcoming atmosphere for seniors to have a nutritionally balanced hot meal while enjoying the company of other seniors. The Lunch Place is open to seniors 60 years or older while guests under 60 years of age are charged a fee while a donation of \$1.50 is suggested for seniors. Diners register and make a meal reservation in advance. In 2023, the Lunch Place congregate meal program experienced an increase of 11% of the number of seniors attending lunch and served 11% more meals. The increase was due in part to special events throughout the year; such as, Lunch and Learn by Greater Cleveland Food Bank and polka entertainment in October by Joey Tomsick.

2023 LUNCH PLACE MEALS	
Location	# Meals Served
Madison	4,529
Painesville	1,888
Wickliffe	10,120
Willowick	2,143
Senior Day at the Fair	350
Total Meals	19,030

• 467 seniors served

Home-Delivered Meals (Meals on Wheels)

Meals on Wheels is delivered Monday through Friday. Each senior receives a nutritious hot meal plus two optional frozen meals for weekends, casual conversation and safety check-in for the 1191 seniors. Of the 577 seniors new to the program, 76% were at high nutritional risk. Meals on Wheels provides a service that enables many seniors to remain independent in their own home by receiving meal assistance when they are unable to get out or shop, have difficulty seeing or standing to prepare a meal or live within modest means. 71% of Meals on Wheels clients are 75 or older, 60% are women, 24% are frail or disabled, 57% live alone and 24% are below the federal poverty level.

2023 HOME-DELIVERED MEALS	
Location	# Meals Served
Madison	16,297
Mentor	54,584
Painesville	56,581
Wickliffe	29,764
Willowick	37,896
Passport Meals	4,430
Holiday Meals	204
Total Home-Delivered	199,756

• 1,222 seniors served

Homemaker Program

Independence gives our seniors a sense of purpose and the feeling they are still contributing to the lives of their family, friends, and community, and goals are still attainable by accomplishing the simplest tasks required to maintain their home.

As people age, tasks that were once simple may become more difficult and as a result, many seniors may find themselves in need of a helping hand to complete these chores. That is where the Lake County Council on Aging's Homemaker Program helps them achieve those goals. Our homemakers assist our seniors twice a month with light housekeeping such as light dusting, vacuuming, changing bed linens, mopping floors, and cleaning of the kitchen and bathroom. More importantly, our homemakers provide socialization for our seniors while overseeing that they are in a safe, clean environment while living their golden years. The cost for the homemaker program is based on a sliding fee scale.

2023: Provided 2,614 units of homemaker services to 161 Lake County senior households.

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.

2023: Completed 291 Vial of Life



Nonmedical In-Home Care Services Program

The Council on Aging understands there may come a time when health challenges reduce a senior's ability to complete tasks they once completed easily and offers several programs that support aging in place, in the comfort and security of a senior's home. One of those programs is the Nonmedical In-Home Care Program.

In 2023, the Lake County Council on Aging continued to administer the Nonmedical In-Home Care Program, in partnership with the Board of Lake County Commissioners and two community in-home care agencies, Comfort Keepers and Home Instead Senior Care.

This program provides in-home assistance with activities of daily living, focusing on personal care to support aging in place. Eligible seniors are assigned to a home care agency that provides four hours of in-home care each week. Caregivers provide assistance or supervision with bathing, and assist with the following services according to the senior's care plan: basic nail and skin care, oral hygiene, light housekeeping, laundry, changing bed linens and planning and preparing meals.

This program is funded by the Lake County Board of Commissioners.

2023: Provided 7740 total units of nonmedical services to 83 Lake County seniors.



The Lake Catholic High School Drum Line volunteered their time for March for Meals.

Abramczyk, Pat
Albanese, James
Ambrose, David
Ambrose, Jack
Ambrose, Rosemary
Amirault, Sarah
Anderson, Alberta
Anderson, Dennis
Anthony, Bethany
Antos, Barbara
Armaro, Ann Marie
Armour, Christine
Arnold, Stephen
Aten, Libby
Baden, Jesse
Baden, Mary
Baechle, Alysha
Ball, Kay
Balog, Caroline
Baltus, Bob
Baltus, Mary
Barajas, Alyea
Barnard, Elaine
Barrett, Mike
Bartels, Jerry
Bartels, Marie
Begovic, Suzie
Bell, Angela
Berlin, Don
Berlin, Sandra
Berry, Tom
Bidlack, Sarah
Bittinger, Linda
Blair, Melissa
Blanchard, Mark
Blanchard, Mary
Blasier, Mary
Blazek, Melissa
Boka, Carla
Bonelli, Michael
Bonelli, Rosalie
Bowers, William
Bradford, Saroyal
Branford, Don
Branstein, Gary
Bravo, Diego
Brown, Jacki
Bruback, Kristine
Bryan Jr, Robert
Buckman, Beth
Buckman, Bill
Budzicki, Blair
Bukovesky, Byron
Burney, Drew
Burr, Joyce
Bush, Gary
Butler, Lionel
Buzanski, Mary Ellen
Buzanski, Ray
Campbell, Brad
Canzone, Loretta
Capelle, Ben
Carlson, Don
Carlson, Donald
Carlson, Jan
Carlson, Thomas
Caswell, Clem
Cerri, Ken
Chambers, Brooke
Chom, Iva
Cianciola, Shannon
Ciancola, Shannon
Cicero, Eileen
Cipkus, Dona
Clafflin, James
Claypool, Ann
Claypool, Stephen
Clifford, Debbie
Cogan, Daniel - Eastlake
Cogan, Daniel - Painesville
Cogan, Judy
Corrigan, John
Corrigan, Kim
Corrigan, Tom
Coy, Megan
Cozen, Darrell
Craft, Kathy

Crofoot, Cheryl
Crofoot, Harry
Crook, Sharon
Crowder, JoAnn
Cummings, Brion
Cummings, Diane
Czeck, Carole
Dalpiaz, Marie
D'Ambrosio, Joe
D'Amico, Pat
Daniels, Joseph
Dauenhauer, Pat
David, Carol
Davis, Daniel
Davis, Lynn
Davis, Mary Jo
Davis, Michael
Davis, Randal
DeAngelo, Marie
DeGuire, Marnie
Delamotte, Abby
Denison, Jean
Denison, John
Dickinson, Cyndi
Dietz, Donna
Dietz, Thomas
DiLorenzo, John
Dombek, Frank
Doty, Pat
Ducsay, Kaye
Ducsay, Robert
Dunham, Char
Dunham, Richard
Dwyer, Maryann
Dyckman, Lois
Eckerle, Joe
Edmisten, David
Edmisten, Vicky
Edwards, Rhiannan
Edwards, Wendy
Engelking, David
Epperly, David
Epperly, Gail
Erb, Ruth
Erb, Tom
Erbaugh, Sharon
Erbaugh, Tom
Evans, Thomas
Falcone, JoMarie
Farren, Darlene
Fatica, Donald F
Faught, Laura
Fellows, Helene
Ferguson, Cheryl
Ferguson, Doug
Field, Bud
Fife-Crepage, Ruth
Findlay-Jones, Terri
Fisher, Beth ((Becky)
Fisher, Harry, Bob
Fisher, Sharon
Fitzgerald, Debra
Fitzgerald, Tom
Fleming, Lyn
Fleming, Rita
Foley, Dennis
Foor, Lynn
Fox, Kira
Frale, Bruce (Bob)
Frank, Debbie
Frazee, Darlyne
Fried, Steve
Fuhrman, Raymond
Gallese, Marylin
Geisman-Turk, Barbara
Giaconia, Phillip
Gilbert, Laurie
Gilchrist, Janice
Gill, Kristine
Gillet, Nairn'
Gilmore, Ruth
Gish, Christina (Tina)
Given, David
Glavac, Pattie (Patricia)
Goel, Nandini
Gravelle, Kristen
Gruss, Terri (Theresa)

Guarnera, Tom
Guhde, Brigid
Gundelach, Carol
Habarstan, Susan
Hanf, Brent
Hanna, Susan
Hansen, Lynne
Hargest, Jan
Harper, John
Harsch, Cindy
Harsch, William
Hart, Frank
Hart, Patricia
Hawranko, George
Hayes, Mary
Hayhurst, Geraldine
Hazeltine, Marlene
Heineking, Unni
Heineking, Unni
Hencie, Rob
Henschel, David
Herzog, Richard
Hill, Sarah
Himes, Nancy
Hite, Denis
Hoffacker, Ken
Hoffman, John
Hogan, Alice
Horn, Michael
Horvath, Kay
Hribar, Edward
Hrovat, Lisa
Huber, Susan
Hufgard, Laura
Ilacqua, Linda
Janowicz, Darlene
Jaszczuk, Susan
Jaszczuk, Tony
Jedd, Denise
Jennens, Terry
Johnson, Shirley
Kallevig, James
Kalman, Susan
Kaluza, Anthony
Kaluza, Janice
Kasserman, Stan
Keep, Diane
Keim, Allen
Keith, Patricia
Kelley, Lynn
Kelly, Mary
Keschl, Donald
Kilroy, Marilyn
King, David
Kingzett, James
Kinsey, Diane/Mary
Kinsey, Douglas
Kirchner-Horn, Kim
Klements, Donna
Kless, Concetta
Kless, Elmer (Butch)
Koerwitz, Janet
Kohut, Patricia
Komp, Thomas
Konarsh-Hamilton, Eva
Koons, Fran
Kosmin, Jamie
Kosmin, Martin
Kothari, Prabodh
Kotnik, Susan
Kovalcheck, Joe
Kovalcheck, Mindy
Kovalcheck, Stephanie
Kozsey, Janet
Kramer, Fred
Krstolic, Ken
Krstolic, Lynda Joy
Krummer, Dianne
Krupa, Marilyn
Kukura, Suzanne
Kuntz, Bob
Kuntz, Carol
Kupec, Christopher
Kuta, Susan
Kuzius, Terry
LaBant, June
LaCorte, Sarah
Landwei-Phillips, Lynnmarie
Lane, Terry
Laniauskas, Marius
Lardner, Robert
Leiden, Bruce

Leissa (Matetic), Cheryl
Lenz, Pamela
Leone, Marge
Leskovac, Bonnie
Lewis, Len
Libava, Grace
Liddy, Robert
Llewellyn, Linda
Lohrs, Michael
Lorence, Linda
Lupold, Kathryn
Lytle, Rick
Madore, Frank
Madore, Kathy
Malinowski, Tom
Mann, Betty Ann
Mannion, Paul
Manteuffel, Lynn
Margalis, William
Marinko, Andrea
Martin, Dan
Maslovsky, Diane
Mason, Stephen
Mathew, Cassandra
Mattice, Cheryl
Maurer, Larry
May, Janet
Mayher, Kathleen
Mazurek, Nancy
Mazurek, Ronald
McCarthy, Colleen
McCullough, Anastasia
McGinnis, Amy
McGuinness, Mary
McIndoe, Sarah (Sally)
McMahon, Barbara
McMullen, Roy
McNeal, Phillip
McNeal, Rita
McVan, Francis
Mehicic, Megan
Melsheimer, Diane
Melsheimer, Thomas
Mengelkamp, Tom
Metenyi, James
Miles, Virginia
Miller, Jayne
Miller, Sherry
Minotas, Valerie
Mitchell, Tina
Moffett, Karen
Molnar, Mary Jane
Morris, Debra
Mosman, Jennifer
Mulhauser, Judy
Murphy, Mona
Murphy, Tom
Muzic, Joseph
Muzic, Karen
Neibecker, Heather
Nemeth, Gail

Oberdoerster, Karla
Oberdoerster, Tim
O'Brien, MaryAnn
O'Brien, Terrence
Okorn, Kathleen
Oldani, Debbie
O'Linn, Susan
Oliverio, Barb
Olivo, Elsie
O'Neill, Bridget
Orazen, Rebecca (Becky)
Ortman, Michael
Ozello, Patricia
Paavola, Christine
Pahula, Mike
Paluckas, David
Paradiso, Patty
Parker, Julia
Paterniti, Carmen
Patfield, Lawrence
Patt, Donald
Peltz, Judy
Peppard, Michael
Perry, John
Pesa, Gay Lee
Peters, Rae
Petrello, Bill
Petrello, Janet
Phillips, Joseph
Pilotti, Ken
Piros, Dale
Piros, Denise
Pitzer, Patricia
Podgurski, Ashley
Podgurski, Kimberly
Preto, Janice
Preto, John
Quignano, Lee
Quinones, Vic
Raishart, Francis
Raishart, Marilyn
Rakar, Debbie
Retter, Jerry
Richards, Paula
Riley, Christine
Ringness, Ron
Ritley, Doug
Ritley, Judy
Rivers, Lorena
Robejsek, Patricia
Robinson, Richard
Rus, Stacy
Russ, Christopher
Russell, Lee Ann
Sakach, Arlene
Saletel, Judy
Salingler, Claudia
Samnik, Janis
Sanden, Nancy
Sandrey, Darlene

Sandrey, Michael
Sbrocco, Lois
Sbrocco, Michael
Schafer, Jamie
Scherrer, June
Schick, Ellen
Schick, Tom
Schmidt, Linda
Schock, Delmas 'Del'
Scott, Karen
Scott, Maureen
Sekerak, Raymond
Shanley, Ann
Shannen, Kira
Shriver, Mary 'Kitty'
Sievers, Robert
Sironen, Rose Mary
Slupek, Gloria
Smith, Jamie
Smith, Karen
Smith, Kate
Smith, Linda
Smith, Pam
Sotka, Donald
South, Beth
Sowers Jr, Ken
Sowers, Shelley
St Mary's School
Girl Scouts
St. John, Anne
St. John, Dale
Stanek, Larry
Stanicki, Debbi
Steinicke, Jack
Stevens, Pat
Stewart, Kim
Stoneman, Nancy
Strahan, Sharan
Stratz, Robert
Sulek, Patti
Summers, Tim
Supekar, Ameeta
Sutherland, Kenneth
Svendsen, Linda
Swinehart, Gary
Szeker, Frank
Talbot, Dennis
Talbot, Ellen
Talbot, Matthew
Taraska, Barbara
Taylor-Marinko, Andrea
Terranova, Carol
Teschke, Cathy
Thomas, John
Toomey, Carl
Toomey, MaryEllen
Tremaglio, Dawn
Trepal, Esther
Trimback, Jennifer
Tsiros, Judith
Tucci, Michael

Tursich, Debbie
Tursich, James
Tusick, Judith
Tutolo, Katey
Tutolo, Kimberly
Unites, Dorothy
Usaj, Anton
Vaccariello, Sheilah
Vagner, Caroline
Vaiksnoras, Theresa
Varga, David
Vatandoust, Alan
Veasey, Barbara
Vencius, Lisa
Veneri, Chris
Vogt, Ken
Vogt, Mary Ellen
Voit, Stacey
Volpe, Herman
Voorhees, Joan
Vozel, Daniel
Walsh, James
Walsh, Rae Lynne
Walter, Laura
Walter, Steve
Walters, Donna
Walters, James
Wasilisin, Stephanie
Watson, Mary
Weber, Emily
Weglarz, Frank
Weintz, Philip
Weiss, James
Weiss, Lori
Whitcomb, Tom
Wilson, Bruce
Winters, Sue
Wojciechowski, Angela
Womack, Amber
Woodworth, David
Woodworth, Marijane
Wymer, Teresa
Yates, Eileen
Yoon, Sylvia
Zadd, Daniel
Zadd, Donna
Zahn, William
Zalar, Jane
Zemanek, Luanne
Zerman, Charles
Zerman, Mary
Zeroske, Joanne
Zettelmeier, Elaine
Ziegler, Eric
Zimmerman, Jeff
Zimmerman, Nancy
Zink, Roberta
Zito, Mitchell
Zivkovich, Ed
Zizelman, Francine

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.

Association of Specialists in Aging
Creative Solutions to Independence
Enpac

Griswold Home Care
Lake County Commissioners
Madison Healthcare

Mentor Rotary Club
Painesville Rotary Club
Wickliffe Country Place

Remember the Lake County Council on Aging in your estate!

To leave a bequest is to make a permanent statement of your values. It is by this act of charity that the world will remember what you cared about and what you stood for. If providing for seniors matters to you, consider a gift to the Lake County Council on Aging in your estate plans.

Volunteer Services Department

Volunteers serve in critical roles to accomplish the mission of the Lake County Council on Aging and make a significant contribution in the lives of the Lake County seniors through multiple programs. In 2023, 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, **97 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 Place locations, our congregate meal sites.

Meals on Wheels Delivery – **393 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 through 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.

Letters of Love and Handcrafted Cards – The delivery of a handcrafted card to a Meals on Wheels or Lunch Place senior brings joy and uplifts spirits. Handcrafted 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 handcrafted greeting cards shared randomly throughout the year. The number of individual and group volunteers has grown significantly in the past year to **54 volunteers** and includes several who live outside of Ohio, but support the mission and mail their cards to be included in delivery to seniors.

Friendly Visitors – Volunteers make friendly visits to homebound clients.

Information and Support Impact

Ohio Senior Health Insurance Information Program (OSHIIIP) – Under the guidance of our Aging and Disability Resource Center, trained Ohio Senior Health Insurance Information Program (OSHIIIP) volunteers provided information to resolve Medicare, Medicaid, and secondary health insurance questions. **4 volunteers** helped seniors make informed decisions regarding Medicare benefits by providing free, unbiased information.

Grocery Shopping – **37 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 enhancing their nutritional well-being.

Administrative – **8 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, Senior Day at the Fair, March for Meals, produce and commodity box delivery and Pet Meals on Wheels. Many of these volunteers join us just once a year for the special project and others serve in addition to their regular volunteer roles.

Blizzard Bags – The Blizzard Bag Food Drive, an annual event collected at multiple collection locations in the community, including Stuff the Trunk at the Lake County Council on Aging offices. Food donations were sorted into types of food and packed for a two- to three-day food supply into **152 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. LCCoA is committed to delivering a hot meal and holiday spirit to our clients who would otherwise be alone. **21 volunteers on Thanksgiving and 18 volunteers on Christmas** delivered a special holiday meal from University Hospitals to **99 seniors on Thanksgiving and 105 seniors on Christmas**. The large number of volunteers willing to deliver on a holiday enabled each volunteer to spend more time visiting with clients and sharing holiday joy.

Produce and Commodity Box Delivery – Fresh produce is delivered to participating clients monthly. **17 volunteers** delivered to **87 clients**. Commodity boxes with shelf-stable meals are delivered to clients monthly.

Pet Meals on Wheels – Supplemental pet food is delivered to clients monthly. **11 volunteers** delivered pet food to **125 clients**.

Thank You to the Dedicated Volunteers of the Council on Aging

The Lake County Council on Aging is grateful to the **491 volunteers** who served in **720 volunteer assignments** generously sharing their time, talents and skills to positively impact the lives of seniors. Volunteers contributed **34,071 hours of service** often in multiple roles and multiple locations. According to the Independent Sector's national average value of a volunteer's time; \$31.80, Lake County Council on Aging **volunteers added \$1,083,457.80 in value** to our programs and services benefiting Lake County seniors and the community.

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. We greatly appreciate your commitment. We couldn't do it without you.



Make A Difference! Volunteer Today

Volunteer Impact	# of Hours	# of Volunteers
NUTRITION		
Meals on Wheels/Lunch Place meals	29,256	490
LONELINESS/SOCIAL ISOLATION		
Friendly Visitors	42	3
Letters of Love & Cards Program	1,537	54
INFORMATION AND SUPPORT		
Benefits Assistance (OSHIIIP)	144	4
Grocery Shopping	982	37
Administrative	753	8
Training	466	
EVENTS/COMMUNITY PROJECTS		
Senior Day at the Fair	90	18
Blizzard Bags	62	26
Thanksgiving Meal Delivery	42	21
Christmas Meal Delivery	36	18
Pet Meals on Wheels	159	11
Produce/ Commodity Box Delivery	190	17
Board of Trustees	312	13
Total Volunteer Hours	34,071	720*

*Duplicated count



One of our youthful volunteers, Zara, contributed to several agency projects throughout 2023.

I wanted to take the opportunity to congratulate and sincerely thank the Lake County Council on Aging on the wonderful and important work that they perform for the residents of Lake County, especially in Wickliffe! ~Mayor Joe Sakacs



\$150,000 grant awarded in 2023

In October 2023, the Lake County Council on Aging was presented a gift of \$150,000 from the Jerome T. Osborne and Georgeanne S. Osborne Charitable Trust. Sunny Masters, administrator of the trust, highlighted the lasting legacy of the Osbornes, recognizing their unwavering commitment to supporting nonprofit organizations. The trustees expressed their deep satisfaction with the Council on Aging's outstanding work, services, and programs, especially in assisting individuals in our community who are most in need.

The funds are enabling the organization to move forward with its ambitious plans to integrate two independent psychosocial assessment systems into a single, cohesive program. This project will result in improved efficiency and effectiveness, ultimately enhancing the services provided to the Lake County community. Additionally, a portion of the funds were used to upgrade the agency's volunteer reporting system to streamline the tracking of service hours.

The donation from the Jerome T. Osborne and Georgeanne S. Osborne Charitable Trust is a testament to the family's unwavering dedication to the Lake County community. This generous grant will empower the agency to enhance services for those in need.

"Our Aging World" Radio Show

The Lake County Council on Aging presents a weekly educational radio program called "Our Aging World." This one-hour broadcast is graciously aired by Integrity Radio, WINT, on both 1330AM and 101.5FM frequencies. Additionally, listeners can tune in to the online airing of the show on tunein.com. This program serves as a valuable resource for the community, providing insights and information on various aspects of aging and senior care. The program is hosted by Joe Tomsick, CEO of the Lake County Council on Aging with interviews of experts in a variety of fields.

Here is a partial list of some of the guests who appeared on the weekly radio program during 2023:

AARP
 Better Business Bureau of Cleveland
 Cleveland Clinic
 Cleveland Sight Center
 Eastern Lake County Chamber of Commerce
 Elder Abuse Awareness Day
 Fine Arts Association
 Greater Cleveland Aquarium
 Hearing Specialists
 Home Care Companies
 Home Safety/Maintenance
 Hospice of the Western Reserve
 Lake County ADAMHS Board
 Lake County Board of Commissioners
 Lake County Council on Aging
 Lake County Department of Utilities
 Lake County Free Clinic
 Lake County General Health District
 Lake County Senior Centers
 Lake County Treasurers Office
 Lake County Volunteer Network
 Laketran
 Lifeline/211
 Mentor Fire Department
 Mentor Public Library
 National Kidney Foundation
 Project Hope for the Homeless
 Social Security Administration
 United Way of Lake County
 Western Reserve Area Agency on Aging
 Variety of Legal Interviews



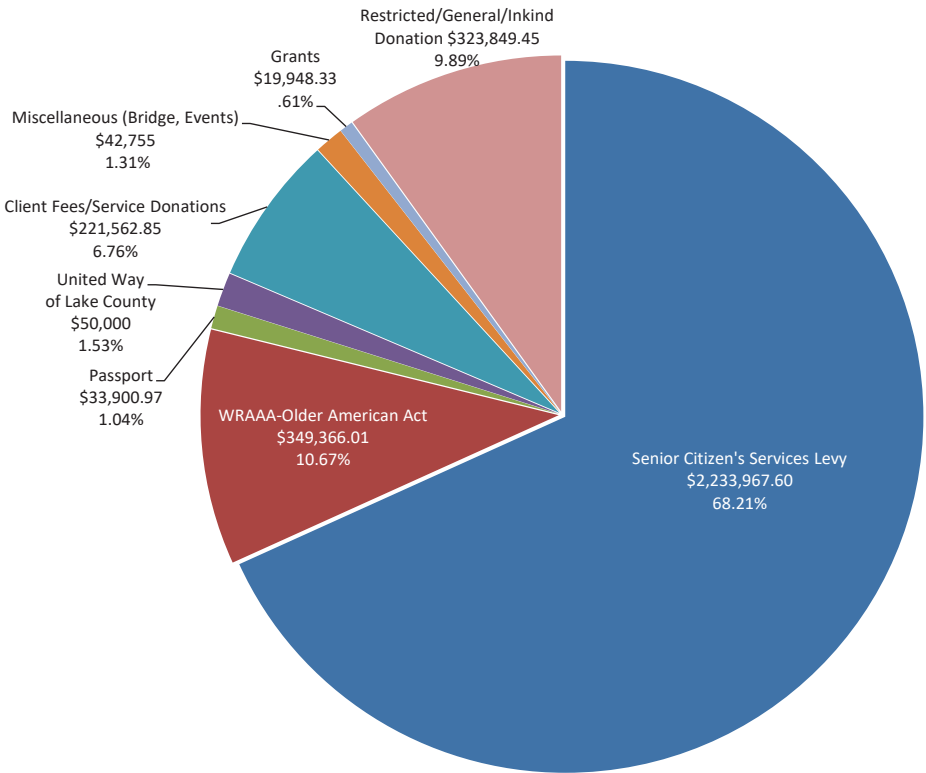
Funding

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 2023.

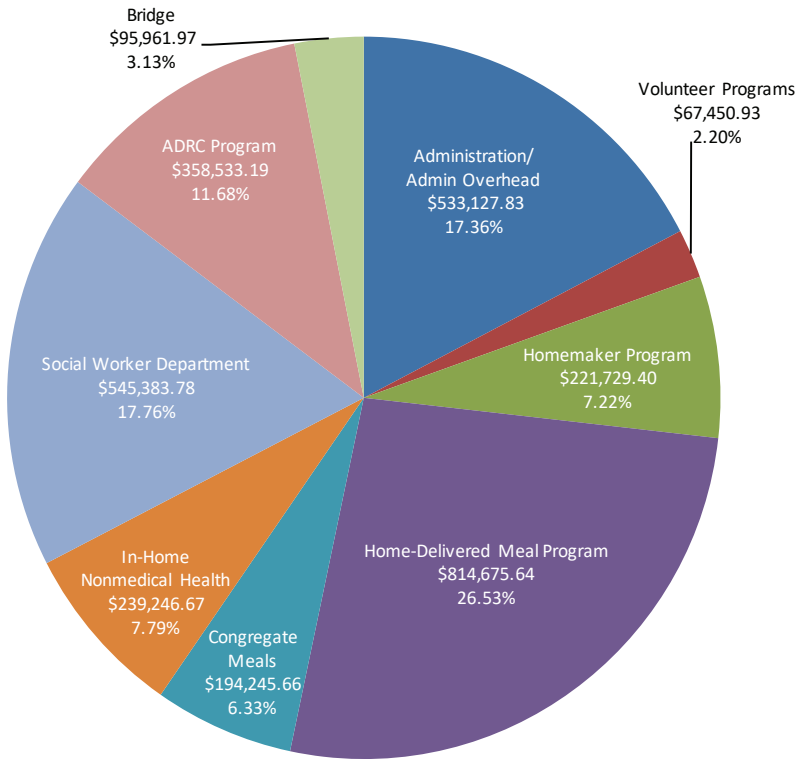
Approximately 68.21% of the Council on Aging's 2023 operating funds were received from the Lake County Senior Services Levy and approximately 10.67% from Older American Act Funds.

We deeply appreciate the ongoing and future support of the levy from the residents of Lake County. The renewal of the Senior Citizens Levy serves is a testament to the overwhelming support Lake County residents have for the Council on Aging, recognizing its vital role in caring for our aging population. These funds collectively contribute to a variety of programs for the Council on Aging and its levy partners, enabling them to advocate for the senior population and assist them in maintaining their independence within their own homes and communities.

2023 Operating Revenue By Source (Unaudited)



2023 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

Our donors are a critical piece of our success and provide much-needed financial support for programs, services and initiatives. Our ability to achieve our vision would not be possible without their partnership, and we are truly grateful for their support.



\$5,000+

Anonymous
David Mitchell
Meals on Wheels
Association of America
Western Reserve Area
Agency on Aging

\$2,500 – \$4,999

Mentor Ridge
Wickliffe Fraternal
Order of Eagles #4086

\$1,000 – \$2,499

Anderson Family Foundation
Anonymous
Bob Mallett
Charitable Adult Rides & Services
Enterprise Welding & Fabricating
Fredon
Geraldine Hayhurst
Griffin Technology Group
James and Renate Llewellyn
Joseph and Lisa Tomsick
Laketran
Matrix Tool
Joe and Mindy Kovalcheck
National Financial Services, LLC
Paul and Christine Pahoresky
Schraff Thomas Law, LLC
Teresa Benko
University Hospitals Lake Hospital
VFW Auxilliary Post #3863
VFW Post 4358
Visiting Angels Foundation
Visiting Angels Of NE Ohio

\$500 – \$999

Anonymous
Association of Specialists in Aging
The Blackbaud Giving Fund
Brunner Sanden & Deitrick Funeral
Home & Cremation Center
Carver Financial Services, Inc.
Christina Gish
Comfort Keepers
Enpac LLC
Fraternal Order of Eagles Auxiliary
Fred Kuhar
Hospice of the Western Reserve
John Thomas
Lubrizol
Michael Powell
Norbert Smialek
Patricia Schraff
Progressive Insurance Foundation
Robert Mohar
Sounds of Life Hearing Center, LLC
Sunset Industries Inc.
Tapestry Wickliffe, LLC
Theresa & Roger Jewell
VFW Post 3863
VFW Post 9295
Wickliffe Country Place
William Robertson

\$250 – \$499

Amvets Post 1971
Advanced Audiology Concepts
Alexander Timpeiro
Alison (Sunny) Masters
American Legion Post 336
Barbara Kaus
Bernadine Clements
Best Solutions Medical Supplies, Ltd.
City of Mentor
CT Consultants
Eaton Family Credit Union
Embassy of Painesville
Fenton Financial Services
Frank Weglarz

George Milbourn
George Whalley
Home Instead Senior Care
James Walter
Jane Neubauer
Jay Wilson Post 112 American Legion
Lake County Veterans Services
Lakeland Community College
Lynnette Manteuffel
Madison Health Care
Mark Crowley
Marous Brothers Construction
Meister Media
Monreal Srnick Funerals
& Creamations
NMS, Inc.
PeerPlace Networks, LLC
Shannon Cianciola
Steve Stanisa
Taylor Made Home Care, LLC
Western Reserve
Junior Service League

\$100 – \$249

Anonymous
Aimee Butler
Allison Barry
AMLA Lodge 40
Anthony Coladangelo
Anthony Piuanno
Barbara Patton
Ben Capelle
Cherished Companions Home Care
Chris Larson-McKenzie
Christine Blanton
Clairwood No. 40 American Mutual
Life Association
Clark Waite
Dallas Rodgers
David Moon
Deborah Peppard
Debra Catalano
Douglas Elersich
Eileen Yates
Forever Young Tappers
Helen Matarrese
Hely Perttu
Here's Hope Baptist Church
Investment Partners LTD
James Gartman
Janice Freitag
Janis Roth
Jeffrey Stanicki
Joseph Hocevar
Kate Mach
Katey Tutolo
Katherine Beaty
Keith Coolick
Kimberly Tutolo
Linda Foley
Linda Ilacqua
Lois Gobble
Marilyn Terchek
Marjorie Knaus
Marnie DeGuire
Megan Coy
Nancy Sanden
Ohio Living Home,
Health and Hospice
Painesville Moose Lodge 490
Paula Seger
Rebecca Gephart

Richard Robie
Rick Armstrong
Rita Schraff
Robert Torrelli
Roberta Reese
Samuel Cowling
Sandra Gurgovits
Schlitz Crane, Inc.
Sheila Cherrison
Shirley Albano
Shirley Shandle
Susan Fende
Suzie Begovic
Terri Findlay-Jones
Tracy Radonich
TransAmerican
Life Insurance Company
U.S. Bulk Transport, Inc
United Way of Lake County
William Buckman
William Kovatch

\$1 – \$99

Lisa Abbott
Alice Fox
Annemarie Miskell
Anonymous
Arylne Crowe
Barbara Alexander
Beth Thomas
Betty Leiby
Camilla D'Andrea
Cassandra Mathew
Catherine Weber
Charities Aid Foundation America
Chera Ihnat
Chris Lavik
Courtney Strah
Cynthia Gest-Dent
Daniel Martin
Dave Paluckas
David Petro
Deborah Henkhuzens-Willoh
Diane Collins
Dolores Baco
Donald Golga
Dorothy Hein
Doug Ritley
Edwina Grady
Elaine Dobransky
Elizabeth Santell
Eric Ziegler
Gail Klingenberg
Give Lively Foundation, Inc.
Grace Himmelright
Heather Cole
Helen Campanella
Hon. Joseph Gibson
James Kent
Janet Sipols
Jean Carlton
Jeanne Hrenko
Jennifer Michael
Joan Lariccia
Joanne Lindsco
Josephine Wutchiett
K.L. Ferry
Kathleen Roach
Kathy Beck
Kenneth Hoffacker
Linda Llewellyn
Lois Heckman

Loretta Babuder
Lorrie Thompson
Louise Penjak
Margaret Metti
Margaret Riehl
Marge Leone
Marianne Wiley
Marlene Yannette
Mary Ann Potts
Mary Shriver
Mary Slak
Michael Young
Monica Daly
Moses Fridman
Neal Ward
Norma Hutter
Richard Gundelach
Richard Knesebeck
Richard Rabe
Robert Capuria
Robert DeGraff
Robert Galen
Robert Lanning
Robert Myotte
Robert Williams
Robbert Licht
Rose Derk
Russell Fischer
Sean Pell
Shalom Plotkin
Spence Kline
Susan Marinac
Suzanne Staiger
Sylvia Lindrose
Thomas Dice
Thomas Lennox
William Campbell
William Chepla

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 Shirley Babcock
Elizabeth Santell

In Memory of William Buckman
James Gartman

In Memory of John S. Crocker
Susan Marinac

In Memory of Joseph Dolenc
Teresa Benko

In Memory of Faith J. Kern
Deborah Henkhuzens-Willoh

In Memory of Tony Marjenin
Chris Lavik

In Memory of Raymond Metti
Anonymous

Allison Barry
Christine Blanton
Donald Golga
Richard & Amy Knesebeck
Margaret Metti
Robert Mohar
Louise Penjak
Kathleen Roach
Mary Shriver
Courtney Strah
Miriam Thomas
Robert & Christina Torrelli

In Memory of

Giovanni & Isabelle Morielli
Bernadine Clements

In Memory of Merle Riehl
Margaret Riehl

In Memory of Thomas Potts
Mary Ann Potts

In Memory of Jack Terchek
Marilyn Terchek

IN HONOR

In Honor of Gloria Fakult
Michael Young

In Honor of Mindy Kovalcheck
Mr. & Mrs. Jane Neubauer

In Honor of Judy McCracken
Sandra Gurgovits

In Honor of Mary Ann Swanson
David Moon

IN-KIND

Advanced Audiology Concepts
All City Candy
Busy Bees Pottery & Art Studio
Cherished Companions Home Care
Chick-fil-A
Cleveland Browns
Cleveland Monsters
Cleveland Zoological Society
DeJohn Funeral Homes & Crematory
Goodtime III
Great Harvest Bread Co.
Great Lakes Theater
Greater Cleveland Food Bank
The Helicopter Daughter
Holden Forests & Gardens
Jim O'Connor
Lake Metroparks
Lake County Council on Aging
Board of Trustees
Monreal Srnick
Funerals & Creamations
Music Box Supper Club
Ohio Wine Producers Association
Petitti Garden Center
Quail Hollow County Club
Rabbit Run Community Arts Assoc.
Raising Cane's Chicken Fingers
RollHouse Mentor
Today's Family Magazine
UH Lake West Medical Center
Wickliffe Fraternal
Order of Eagles #4086

IN APPRECIATION

The Lake County Council on Aging extends its heartfelt thanks for the generous contribution of the Jerome T. Osborne and Georgeanne S. Osborne Charitable Trust and the legacy gift of the estate of Joann Bentley. This financial support will enhance the agency's ability to provide essential services, programs, and resources tailored to address the needs of seniors both now and in the years to come.



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

Social Work Services

In 2023, the social workers at Council on Aging continued to provide supportive services to Lake County's senior population. The team of licensed professional social workers conducts home visits to assess each client's current abilities and strengths, as well as difficulties they may be experiencing to help develop a plan to assist the individual. The social workers identify with the client and their support system what assistance is needed to help in maintaining a healthy overall well-being in the home setting.

The social workers assist clients by linking them to Council on Aging's services and other community resources. Some clients may present with more complex issues and concerns such as a lack of support, physical and mental health difficulties, housing instability, and food insecurity. Social workers provide guidance to clients with referrals to community programs and ensuring the process is well-coordinated and completed.

The Social Work Department works tirelessly to address the needs of our clients and those most vulnerable seniors in Lake County. The department appreciates the support and collaboration received from partnering community organizations, as well as the continued support of the Lake County Senior Services Levy. The funding allows the Council on Aging the opportunity to provide social work services to every client who is involved with the agency.

Going forward in 2024, the department will look to enhance the support provided to the seniors in Lake County and utilize the most appropriate resources available to best manage any ongoing challenges they may be facing. The department will also look to strengthen current connections with other social service agencies and identify any new partnerships that will help provide the clients with vital resources. The Social Work Department remains committed to serving the senior population in Lake County to ensure they achieve an optimal, self-defined quality of life.

2023 social work services:

- Provided services to 1,419 unduplicated seniors
- Provided 1,803 home visits
- Completed 677 initial psychosocial assessments
- Completed 567 annual reassessments
- Completed 3,676.5 direct service hours

Community Outreach Social Work

In the latter half of 2023, a community outreach social worker was welcomed to the Council on Aging as a member of the Social Work Department. The community outreach social worker provides social work services to the senior population and their support systems in Lake County. Outreach is offered through various locations such as local senior centers, churches, libraries, and many other community organizations. Education and resources are provided through presentations, resource fairs, and individual meetings. The community outreach social worker provides an overview of Council on Aging services, as well as various topics older adults are concerned about. The social worker will meet with individuals during outreach events and provide resources and support to those needing assistance.

In 2024, the community outreach social worker will continue to provide support and education to the senior population. The community outreach social worker will identify any new outreach opportunities and collaborate with other community organizations to ensure seniors have the knowledge and resources available to help them best navigate any difficult situations.

2023 community outreach social work outreach hours: 54.25

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 and unexpired cases of nutritional beverages.

2023: Provided 543 pieces of medical equipment to the Lake County community.

“Thank you for the services you provide for seniors in our community... Recently I began using your Homemaker Service. Thank you so much for providing this service, it's made my life better. ~ Kathleen from Eastlake”



A group of community representatives donated their time to create handmade holiday cards for homebound seniors.

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

Information & Assistance (I&A)

Information and 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.

2023: Provided 6,073 information and assistance contacts.

Produce Assistance – The Lake County Mobile Food Pantry Program began as a necessity from the COVID-19 pandemic, and continues to this day to provide free, fresh produce to Lake County seniors with weekly distributions at locations across Lake County. Information and assistance specialists from the Lake County Council on Aging, together with Lifeline/211, played an integral role of registering seniors for the Lake County Mobile Food Pantry program. This is a collaborative effort between the Council on Aging, Laketrans, Lifeline Inc., Lake County Board of Commissioners and the Greater Cleveland Food Bank.

2023: Served 5,573 duplicated senior households.

Options 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 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.

2023: Provided a total of 623 hours of options counseling assistance to 173 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).

2023: Provided a total of 665 hours of benefits assistance to 406 unduplicated individuals.

OSHIIP – Unbiased information & assistance related to Medicare is provided through Ohio Senior Health Insurance Information Program (OSHIIP) volunteers.

2023: During Medicare Open Enrollment, four Ohio Senior Health Insurance Information Program (OSHIIP) volunteers provided Medicare information, education and assistance to 95 individuals totaling over 100 hours of assistance.