



COUNCIL ON AGING
Lake County

October 18, 2017

Mr. Brian Massie
8196 Rainbow Drive
Concord Township, Ohio 44077

Dear Mr. Massie,

I am responding to your request for program data specifically related to seniors who reside in Concord Township, Ohio and currently receive services through the Lake County Council on Aging.

As I mentioned over the phone on Monday, I've asked our management team to gather this information as best as possible. We've taken into account the fact that zip code 44077 automatically populates the city data field as "Painesville" and 44060 automatically populates as "Mentor". As you know, areas of Concord are located within both zip codes so unless the city data field was overwritten as "Concord" or "Concord Township" we did not use the data. For purposes of the information in this letter, we are including only that data that already shows residency as either "Concord" or "Concord Township".

The Lake County Council on Aging (LCCoA) offers programs and services to residents 60 years of age and older including home-delivered and congregate meals, social work, homemaker service, home safety modification, health equipment lending, vital-of-life, and numerous volunteer opportunities. Our agency is also the Aging and Disability Resource Center (ADRC) which provides information/assistance, benefits assistance, and long-term care options counseling to seniors, and individuals 18 and over with a disability.

One of the fundamental principles of the Council on Aging's mission is to support at-risk seniors with the greatest need, no matter where they live throughout Lake County. The services which the agency provides are available at no cost to the client, donation-based, or on a sliding-fee scale to ensure that there is no financial barrier to accessing services.

These core, home-based services would not be possible without the financial support of the Lake County Senior Services Levy, which is our primary funding source and a tremendous asset to the Lake County senior community at large.

Social Work Department

At any given time, our licensed social workers are providing professional services to approximately 700 - 900 Lake County seniors at no cost to the senior. Many of these seniors are frail, homebound, low-income, and/or of minority status. In a continuing effort to reach the most vulnerable of seniors, the services are provided in the actual homes of clients.

- In 2017 (January-current), the Council on Aging had 13 social work case management clients with Concord specific addresses. (During that same time period, we had 198 clients from the 44060 zip code and 179 clients from the 44077 zip code.)

Nutrition Services:

Perhaps the most visible example of services available to these at-risk seniors is the Home Delivered Meal program, which provides meals to frail older adults in their own homes. The purpose of the program is to reduce hunger and food insecurity, provide a daily well-check, and deliver meals to the homebound.

- Home Delivered Meals (Meals on Wheels): 2 of the 10 meals routes from the Council on Aging Painesville Nutrition site go to Concord exclusively. There are currently 28 Concord senior citizens who receive the daily delivery of meals. Since January of 2016, we have served 40 Concord-specific clients.
- Congregate Meals: These are meals distributed through nutrition sites located at a senior center. Data shows that we have 43 active Concord-specific seniors participating since January of 2016.

Home Modification Maintenance and Repair Program (HMMR)

This program provides increased safety for individuals in their homes. The labor to install safety items such as grab bars and handrails are on a sliding fee scale, while the actual supplies must be paid for in full by the client. These modifications, along with health equipment and our other supportive programs, can improve senior's functioning and safety in the home. In turn this reduces the risk of injury, hospitalization, and possibly the need for facility-based long-term care.

- Our data identified 13 HMMR projects in the Concord Township area since January of 2016. Again, this number is actually under-reported due to the above mentioned zip code situation.

The Aging and Disability Resource Center

The Aging and Disability Resource Center (ADRC) provides support to people of disability, and their families every year and the services are available at no cost to the client. We offer benefits counseling to individuals, in-home long-term planning support, and information and assistance to low-income and frail seniors. Additionally, the ADRC will provide home visits for benefits and options counseling to meet the needs of frail or homebound individuals, or those without appropriate transportation.

- Information and Assistance Program: 109 Concord residents
- Benefits Assistance: 37 Concord residents
- Options Counseling: 21 Concord residents

Homemaker Service

The Homemaker program is specifically designed to provide services to low-income, frail seniors, many of whom are homebound. Clients are typically seen 2.5 hours per month. Due to the limited financial resources of this program, services offered are only available to low-income households. A sliding fee scale is in place to make the service affordable and accessible to all eligible clients. In addition to cleaning, the Council on Aging homemaking staff provide a "well-check" for vulnerable seniors. Homemakers report client changes and concerns to the program supervisor and social work team.

- Homemaker data shows 13 clients specifically listed with residency in "Concord". (Again, this does not include residents who live Concord but use a Painesville or Mentor mailing address.)

Volunteerism

The organization currently has 663 unduplicated volunteers, dedicated to the work of the Lake County Council on Aging. Volunteer Opportunities: Meals on Wheels Volunteers, Nutrition Site Assistant Volunteers, Grocery Shopper Volunteers, Friendly Visitor Volunteers, Ohio Senior Health Insurance Information Program, and Special Projects Volunteers.

- The Council on Aging Volunteer database shows 35 residents of "Concord" and/or "Concord Township" that currently assist us in making an impact throughout all of Lake County, in a variety of opportunities.

The Lake County Council on Aging does a great deal of outreach across the county to educate clients and families on the services of the Council on Aging. On both August 16th and October 4th, staff members from the Lake County Council on Aging presented educational programs to the Concord Senior Group which meets at the Concord Community Center. The most recent gathering was a "Medicare Check-up" presentation.

In 2015 the Concord Township Fire Department reached out to the Council on Aging and requested our assistance in addressing the needs of area seniors who utilized the services of the fire department, but needed much more help. Many of these seniors had complex issues and multiple needs that could not be addressed without intervention from other community partners like the Council on Aging. It became evident that the needs of the senior population were greater than just the seniors of Concord and so it was decided that all faith-based organizations in Lake County would be invited to participate. Over 180 organizations were sent a questionnaire as to what services they were already providing and what interest they had in forming a partnership to address these needs. The Council on Aging organized a town hall meeting in October of that year and over 25 multiple faith and community organizations attended.

This grassroots effort has enhanced assistance programs available allowing more individuals to receive services across Lake County. The Concord group now identifies itself as "Lake County Cares" after a similar model in Wickliffe with the Borromeo Seminary.

I also took this opportunity to go beyond our agency data and I inquired with three of our Lake County senior service partners, the "Retired Senior and Volunteer Program" (RSVP), Mentor Senior Center and Fairport Senior Center, and they reported the following: (you may wish to follow up with all Lake County senior centers).

- **RSVP:** Currently has 31 volunteers who live in Concord and help our community in a variety of ways. RSVP also serves 4 Non Profit agencies that have an address of Concord, Ohio.
- **Mentor Senior Center:** Currently has 280 Concord residents who benefit from the programs at the Mentor Senior Center as registered members.
- **Fairport Senior Center:** Currently has 128 Concord residents who benefit from the programs at the Fairport Senior Center as registered members.

Thank you again for your interest in our programs and services, particularly as they impact the lives of the senior residents of Concord Township, Ohio. I appreciate this opportunity to give a little insight into the amazing work our agency and volunteers provide for the senior community across all of Lake County.

Sincerely,

A handwritten signature in blue ink, appearing to read "Joe Tomsick", with a stylized flourish at the end.

Joseph R. Tomsick
Chief Executive Officer