

COUNCIL ON AGING

Lake County

Annual Report 2024



Welcome from the CEO



Joseph R. Tomsick
CEO

It is my honor to present the Lake County Council on Aging's 2024 Annual Report. For over five decades, our agency has been a trusted resource for those facing the challenges of aging by giving them opportunities that allow them to live a self-defined, quality of life. We remain committed to addressing the concerns of older adults and supporting them

through every stage of the aging process.

As I reflect on 2024, I think about all the achievements and exciting moments that shaped our journey. From a record-breaking March for Meals fundraiser to the launch of our new state-of-the-art technology, every challenge we faced was an opportunity to learn, and every success was a reminder of our determination to continue taking the agency to the next level. We have the right team to get us there, and this annual report is a testimony to the impactful work they are doing and the positive changes we are making together across Lake County.

I invite you to look back at the key highlights of 2024 and learn more about our organization.

With the financial support of the Jerome T. Osborne and Georgeanne S. Osborne Charitable Trust, the agency made significant strides in technology, launching a cutting-edge data assessment system. This improvement has greatly enhanced our ability to

collect, analyze, and report critical data on the community we serve. The system has streamlined data entry and reporting processes, reducing errors and saving valuable time.

Additionally, the agency introduced a new volunteer reporting system. This new program allows for seamless tracking of volunteer hours, activities, and outcomes, making it easier for volunteers to sign in for projects and staff to ensure compliance with reporting requirements. The improved volunteer reporting system also allows stakeholders to gain a clearer picture of the agency's volunteer efforts and impact.

Using a combination of grant dollars through the Lake County Board of Commissioners, Ohio Department on Aging, Western Reserve Area Agency on Aging, and the Senior Services Levy, the Council on Aging was able to initiate a number of innovative programs in 2024. One of those programs addressed the importance of providing assistance that enable low-income seniors to sustain healthy living conditions, like minor home repairs, utility assistance, and appliance repair. Another program included the distribution of emergency shelf-stable meals for both home-delivered and congregate meal recipients. Perhaps one of the most important grants was the financial assistance to replace the agency's complete line of outdated servers, hardware, workstations and laptops which had been struggling to meet the demands of the agency's growing operations.

We have included a financial snapshot of our agency. We are primarily funded by the Lake County Senior Citizens Services Levy, Title III Older Americans Act through the Western Reserve Area Agency on Aging, the United Way of Lake County, various grants, fees and the kind support of many generous contributors who have given to the Council on Aging. These donors help strengthen the programs we support and the services we provide for the senior population of Lake County.

In closing, I extend my heartfelt thanks to our incredibly talented staff, devoted volunteers, and dedicated board members. We certainly could not do our important work without your support, and I thank each of you. I also want to thank all of the partner agencies, our providers, and all those who work with, or on behalf of older adults and people with disabilities. Your efforts help make Lake County a wonderful place to live and age.

As we focus forward, we will maintain our commitment to excellence, continuing to serve our clients and their families with the same dedication that has made Council on Aging the most trusted resource for seniors in Lake County.

Sincerely,

Joseph R. Tomsick

Council on Aging Current Staff

The Lake County Council on Aging's work is made possible through the dedication of the agency's outstanding staff. Each day, this team of professionals stands ready to help meet clients' needs and strives to be the champions of our mission.

- Ann Marie Armaro**
Volunteer Engagement Specialist
- Fran Beale**
Social Worker
- Kellie Blauman**
ADRC Benefits Specialist
- Kelli Brickey**
Nutrition Services Assistant
- Connie Brocone**
Outreach Social Worker
- Cristina Cognati**
Social Worker
- Jamalliah Colon**
Nutrition Program Specialist
- Selena Cox**
ADRC Options Counselor
- Glynnis Fox**
Nutrition, Site Coordinator
- Barbara Geisman-Turk**
Nutrition, Assistant Site Coordinator
- Joseph Greene**
Nutrition, Site Coordinator
- Denise Griebel**
Social Worker
- 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
- Dionne Liddy**
Nutrition, Assistant Site Coordinator
- Linda Llewellyn**
Director of Community Services
- Susan Meuse**
Nutrition Aide
- Christine Meyers-Rieder**
Receptionist
- Jim O'Connor**
ADRC I & A Specialist
- Jackie Oliverio**
ADRC Manager
- Danielle Ouelette**
Homemaker
- LaTonya Perry**
Homemaker
- Danielle Phillips**
Director of In-Home Services
- Maurcita Polk**
Nutrition Aide
- Kim Rae**
Social Worker
- Tim Rieder**
Social Work Manager
- Sheryl Rolf**
Nutrition, Assistant Site Coordinator
- 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
- Elvira Toader**
Social Worker in Training
- Joseph Tomsick**
Chief Executive Officer
- Sheilah Vaccariello**
Nutrition Aide
- Angela Wall**
Homemaker
- 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.

Programs and Services

Established in 1972, the Lake County Council on Aging has been serving the needs of senior residents who are aged 60 and over with programs, services and resources to promote and achieve healthy aging. The agency 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 prides itself on its ability to respond effectively to the ever-growing, aging population of Lake County.

Programs offered include social work services, information and assistance, meals on wheels and lunch place cafes, homemaker service, benefits assistance and volunteer opportunities. The agency is also designated as part of Ohio's Aging and Disability Resource Network, a trusted place where older adults, caregivers, family members, and professionals can get objective information on what programs and resources exist for seniors and those 18 and over with disabilities.

2024 Outreach Efforts

The Council on Aging assists individuals in discovering the services and programs available to seniors in the Lake County community. Throughout the year, the agency offers educational opportunities and outreach initiatives to help the public learn about the essential services and resources it provides. These outreach efforts included public presentations, speeches, information tables and booths, brochures, newspapers, magazines, social media and our website, Bridge Newspaper and a weekly broadcast of "Our Aging World" on local AM and FM radio.

359 community outreach events throughout 2024 included the annual meeting, volunteer appreciation event, Senior Day at the Mall, Medicare presentations, 120 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 103 community events like the Lake County Pride 2024 event and the Caregiver Forum. The agency also advertised services on Laketrans buses as well as WINT Radio, in addition to its weekly radio show.

2024: 359 outreach events meant approximately 106,692 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 52,000 homes.

2024: 210,000 copies of Bridge were distributed across Lake County. The agency answered and managed 26,127 phone calls into the agency and the website, www.lccoa.org, received approximately 46,000 page views.

*Figure based on average visits reported by Google Analytics.

Educational Programs

The agency offered several educational events at the main office in 2024. Highlights included the AARP Safe Driving Course, which taught defensive driving and strategies to adjust to age-related changes, and our Spring Health Fair, offering health screenings, wellness resources, and activities promoting healthy lifestyles. We also hosted a falls prevention event, providing fall risk assessments, vision screenings, blood pressure checks, and access to the 2024 flu vaccine. Additionally, we partnered with Treasurer Michael Zuren to offer financial literacy programs, identity theft education, and budgeting guidance.

“What a great overview of the benefits available to Lake County seniors! My group found your presentation so informative - what a reliable, trustworthy organization! The takeaway message was that seniors are not alone as they age. —Melissa”

Board of Trustees

Our agency remains strong through the leadership of our board of trustees. These dedicated individuals are committed to representing the interests of the aging population of Lake County. The board not only evaluates agency strategy but also shares perspectives and provides advice.

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



Shannon Cianciola
President
Cianciola Law, LLC



Paul Pahoresky
Vice President
PRP & Associates, LLC



Suzie Begovic
Treasurer/Secretary
KeyBank



Katey Tutolo-Vitale
Vice President-Elect
Ohio Living



Ben Capelle
Laketrans



Megan Coy
GSK



Marnie DeGuire



Terri Findlay-Jones
Legacy Health Services



Mindy Mallett-Kovalcheck
Lake County



Lynn Manteuffel
Retired, Cleveland Clinic and
Pathology Laboratories Toledo



Karla Mendez



John P. Thomas
Schraff Thomas Law, LLC



Eric Ziegler
Edward Jones

Senior Nutrition Programs

Senior nutrition programs, congregate and home-delivered meals, provide a hot meal, dietician approved, every Monday through Friday with an option of receiving weekend frozen meals. Home-delivered meals increased 6% in 2024. Congregate meals served in the Lunch Place locations offering delicious healthy meals with a side of social activity increased 19% in the number of seniors attending and 21% in the number of meals served.

The senior nutrition program provides nutritious quality food, a daily wellness check and positive interactions with others while "Serving More than a Meal" including nutrition education, healthy recipes, memory games and special activities that increase interactions through table topics and delivery engagement activities..

Optional support programs for home-delivered clients include supplemental pet food, commodity supplemental food and fresh produce delivered every month. Fresh fruits and vegetables add nutritional value to a senior's diet and will expand in 2025. The 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 supporting the companionship of a pet for seniors' emotional well-being. A grant enabled expansion in 2024 to assist with the financial cost of grooming and veterinarian services.

In addition, a home-delivered meal is offered on Thanksgiving and Christmas days, in collaboration with community partner University Hospitals, to those who are not dining with others and a blizzard bag containing a two- three-day supply of shelf-stable food is offered. At Christmas, we partner with WRAAA ADRC's Santa's Helpers for senior program to provide a holiday gift for 71 seniors.

With several grants and assistance from community partners, Avery Dennison and Alliance for Working Together Foundation; we provided all Lunch Place and home delivery clients, 1,200 seniors, a \$25 food only Aldi gift card with information about the nutritional benefits of fruits and vegetables, a five-meal box of shelf stable items for use during winter weather conditions and an essentials bag of taxable items; toilet paper, paper towels, dish soap, body soap, a bag of toiletry items – shampoo, conditioner, toothpaste and mouthwash. The nutrition program is critical to assisting seniors with remaining healthy and independent in their homes. Lake County Council on Aging is committed to "Serving More than a Meal."

Nutrition Funding

Funding for 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 March for Meals Walk and the Subaru "Share the Love" event 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 ensures that no one is turned away due to their inability to contribute toward their meal.

2024 Senior Nutrition Program Total	# Meals
Total Lunch Place	22,620
Total home-delivered meals	212,185
Total Passport	4,773
Holiday home-delivered meals	257
Blizzard bag meals	540
Shelf-stable box 5 meals	5,500
Pantry/frozen emergency meals	100+
Grand Total Meals	245,975

• 12% increase compared to 2023

NUTRITION SUPPORT PROGRAMS

Service	# Clients Served	# of Items
Pet MOW	116 clients 301 pets	1,718 packs of pet food
Commodity Supplemental Food Box	13 clients	124 boxes
Fresh Produce	45 clients	384 boxes
Grant funded	# Clients Served	# of Items
\$25 Aldi food-only card	1,200	1,200
5 shelf-meal box	1,039	5,195
Essential Bag	1,100	1,100

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, 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 2024, the Lunch Place congregate meal program experienced an increase of 21% in the number of seniors attending lunch and served 19% more meals. Lunch Place meals were also served to seniors attending an AARP Safe Driving Program at LCCoA and the Senior Day at the Lake County Fair. The increase was due in part to increased marketing and the "Serving More than a Meal" programming throughout the year and targeted to continue and expand in 2025.

2024 LUNCH PLACE MEALS

Location	# Meals Served
Madison	5,235
Painesville	2,737
Wickliffe	11,238
Willowick	3,410
Total Meals	22,620

• 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 1,245 seniors. 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. 70% of Meals on Wheels clients are 75 or older, 60% are women, 56% are frail or disabled, 57% live alone and 19% are below the federal poverty level.

2024 HOME-DELIVERED MEALS

Location	# Meals Served
Madison	20,133
Mentor	57,586
Painesville	57,667
Wickliffe	29,932
Willowick	42,094
Passport Meals	4,773
Holiday Meals	257
Total Home-Delivered	212,442

• 1,245 seniors served

Homemaker Program

As people age, everyday household chores can become increasingly difficult. The Council on Aging's Homemaker Program is a light housekeeping service committed to helping Lake County seniors sustain independent living by performing house hold chores they can no longer do or need assistance completing.

Simple tasks can sometimes be a struggle and having a helping hand to assist at those times is a welcome relief. 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: 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.

2024: Provided 3,659 units of homemaker services to 233 Lake County senior households.

Vial of Life

The Vial of Life provides emergency personnel with a senior's vital medical information at the time of crisis. All of Lake County's emergency medical responders are familiar with the Vial of Life and look for it when responding to a 911 call. The Council on Aging provides a senior with the Vial of Life as well as the necessary materials and placement instructions. This allows seniors to feel secure that their medical conditions, medication locations, physician's information and emergency contacts will be available.



2024: Provided 257 Vials of Life to Lake County seniors

Non-Medical Home Care Program

As our loved ones age, they may find it increasingly difficult to maintain their independence. Non-medical home care can offer the compassionate support they need to navigate their daily routines with dignity. Our Non-Medical Home Care Program is designed to provide meaningful assistance with daily activities, focusing on personal care that helps seniors thrive in the comfort of their own homes.

Through this program, eligible seniors are connected with a trusted local home care agency that provides two to four hours of care each week. Social workers from the Council on Aging collaborate closely with the assigned home care agency and the seniors to create a personalized care plan that meets their unique needs. This assistance may include help with bathing, personal care, light housekeeping, laundry, changing bed linens, and planning or preparing meals.

We recognize the importance of preserving independence and comfort for seniors and remain grateful to the Lake County Board of Commissioners, who fund this program entirely through the Lake County Senior Citizens Levy to support seniors in our community.

2024: Provided 11,941.50 total units of non-medical services to 110 Lake County senior households.



The Meow or Woof Pet Meals on Wheels program celebrated Pet Appreciation Week with a fun, family and pet-friendly event on June 1, 2024.

Abramczyk, Pat
Ackerman, Linda
Ahlborn, Kendra
Albanese, James
Ambrose, David
Ambrose, Jack
Ambrose, Rosemary
Amirault, Sarah
Anderson, Alberta
Anderson, Dennis
Anspach, Martha
Anthony, Bethany
Antos, Barbara
Armour, Christine
Armstrong, Larry
Arnold, Stephen
Aten, Libby
Atherton, Carole
Baden, Jesse
Baden, Mary
Ball, Kay
Balog, Caroline
Baltus, Bob
Baltus, Mary
Barajas, Alyea
Barnard, Elaine
Barrett, Mike
Begovic, Suzie
Bell, Angela
Berlin, Don
Berlin, Sandra
Berry, Tom
Bittinger, Linda
Blair, Daniel
Blanchard, Mark
Blanchard, Mary
Blasier, Mary
Blazek, Melissa
Bob, Clapacs
Boka, Carla
Bonelli, Michael
Bonelli, Rosalie
Bowers, William
Braden, Sharon
Branford, Don
Branstein, Gary
Bravo, Diega
Brooks, Cheryl
Bruback, Kristine
Buckman, Beth
Buckman, Bill
Bukovesky, Byron
Burney, Drew
Burr, Joyce
Bush, Catherine
Butler, Lionel
Buzanski, Mary Ellen
Buzanski, Ray
Capelle, Ben
Campbell, Brad
Canzone, Loretta
Carlson, Thomas
Caswell, Clem
Cerepak, Debbie
Cerri, Ken
Chambers, Brooke
Chom, Iva
Cianciola, Shannon
Cicero, Eileen
Claflin, James
Clapacs, Janet
Claypool, Ann
Claypool, Stephen
Clifford, Debbie
Cogan, Daniel - Eastlake
Cogan, Daniel - Painesville
Cogan, Judy
Connell, Joe
Connolly, Donna
Corrigan, Tom
Coy, Megan
Cozen, Darrell
Craft, Kathy
Craven, Matthew
Crofoot, Cheryl
Crofoot, Harry
Cromer, Sharon

Crowder, JoAnn
Cummings, Brion
Cummings, Diane
Czeck, Carole
D'Amico, Pat
Daniels, Joseph
Dauenhauer, Pat
Davis, Michael
Davis, Randal
DeAngelo, Marie
DeGuire, Marnie
Delamotte, Abby
Denison, John
Dietz, Donna
Dietz, Thomas
DiLorenzo, John
Dombek, Frank
Doty, Pat
Douglas, Dick
Ducsay, Kaye
Ducsay, Robert
Dunham, Char
Dunham, Richard
Dwyer, Maryann
Dyckman, Lois
Eckerle, Joe
Edmisten, David
Edmisten, Vicky
Edwards, Wendy
Engelking, David
Epperly, David
Epperly, Gail
Erb, Ruth
Erb, Tom
Erbaugh, Sharon
Erbaugh, Tom
Evans, Thomas
Falcone, JoMarie
Farren, Darlene
Faight, Laura
Fellows, Helene
Ferguson, Cheryl
Ferguson, Doug
Field, Bud
Fife-Crepage, Ruth
Findlay-Jones, Terri
Fisak, Ken
Fisher, Beth ((Becky)
Fisher, Sharon
Fitzgerald, Tom
Fleming, Lyn
Fleming, Rita
Foley, Dennis
Foor, Lynn
Fraley, Bruce (Bob)
Frank, Debbie
Frazee, Darlyne
Fried, Steve
Fuhrman, Raymond
Gallagher, Janis
Gallese, Marilyn
Gardner, James
Gattozzi, Robyn
Giaconia, Phillip
Gilbert, Laurie
Gill, Kristine
Gillet, Nairn'
Gilmore, Ruth
Gish, Christina (Tina)
Given, David
Glavac, Pattie (Patricia)
Goel, Nandini
Golitko, Cindy
Gruss, Terri (Theresa)
Guarnera, Tom
Guhde, Brigid
Gundelach, Carol
Hanf, Brent
Hansen, Lynne
Hargest, Jan
Harper, John
Harsch, Cindy
Harsch, William
Hart, Frank
Hart, Patricia
Hawranko, George

Hayes, Mary
Hayhurst, Geraldine
Hazeltine, Marlene
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
Ilacqua, Linda
Jacobs-Woodbury, Susanne
Jaszczuk, Susan
Jaszczuk, Tony
Jedd, Denise
Johnson, Shirley
Jolliff, Laura
Kallevig, James
Kalman, Susan
Kaluza, Anthony
Kaluza, Janice
Kasserman, Stan
Kavon, Candace
Keep, Diane
Keim, Allen
Keith, Patricia
Kelley, Lynn
Kelly, Mary
Kelly, Ryan
Keschl, Donald
Kilroy, Marilyn
Kinczel, Barb
Kinczel, Pete
Kingzett, James
Kinsey, Diane/Mary
Kinsey, Douglas
Kirchner-Horn, Kim
Klements, Donna
Kless, Concetta
Kless, Elmer (Butch)
Kohut, Patricia
Komp, Thomas
Konarsh-Hamilton, Eva
Koons, Fran
Kosmin, Jamie
Kosmin, Martin
Kothari, Prabodh
Kotnik, Susan
Kovalcheck, Joe
Kovalcheck, Stephanie
Kozsey, Janet
Kramer, Fred
Krech, Susan
Krider, Carol
Krstolic, Ken
Krstolic, Lynda Joy
Krupa, Marilyn
Kukura, Suzanne
Kummer, Dianne
Kuntz, Bob
Kuntz, Carol
Kuta, Susan
Kuzius, Terry
LaBant, June
Lane, Terry
Laniauskas, Marius
Lardner, Robert
Latessa, Cheryl
Leiden, Bruce
Leissa (Matetic), Cheryl
Lenz, Pamela
Leonard, Ellen
Leonard, Nancy
Leskovac, Bonnie
Lewis, Len
Liddy, Bob
Liddy, Robert
Llewellyn, Linda
Lorence, Linda
Luellen, Jamie
Lupold, Kathryn
Lytle, Rick
Madore, Frank
Madore, Kathy
Malinowski, Tom

Mallet-Kovalcheck, Mindy
Mann, Betty Ann
Mannion, Paul
Manteuffel, Lynn
Margalis, William
Martin, Dan
Maslovsky, Diane
Mason, Stephen
Mathew, Cassandra
Mattice, Cheryl
May, Janet
Mayher, Kathleen
Mazurek, Nancy
Mazurek, Ronald
Mazzeo, Joyce
McCarthy, Colleen
McConocha, Susan
McCullough, Anastasia
McGinnis, Amy
McGuinness, Mary
McIndoe, Sarah (Sally)
McMahon, Barbara
McNeal, Phillip
McNeal, Rita
McVan, Francis
Melsheimer, Diane
Melsheimer, Thomas
Mendez, Karla
Mengelkamp, Tom
Merrill, Diane
Miller, Jayne
Minotas, Valerie
Mitchell, Tina
Moffett, Karen
Molnar, Mary Jane
Moran, Doris
Morgan, William
Mulhauser, Judy
Munaretto, Judith
Murphy, Tom
Muscato, Cheryl
Muzic, Joseph
Muzic, Karen
Nathan, Carl
Naymick, Jim
Nemeth, Gail
Oberdoerster, Karla
Oberdoerster, Tim
O'Brien, MaryAnn
Okorn, Kathleen
Oldani, Debbie
O'Linn, Susan
Oliverio, Barb
Olivo, Elsie
O'Neill, Bridget
Orazen, Rebecca (Becky)

Orley, Patti
Orley, Phil
Ortman, Michael
Osburn, Dawn
Ozello, Patricia
Paavola, Christine
Pahoresky, Paul
Pahula, Mike
Paluckas, David
Paradiso, Patty
Paterniti, Carmen
Patfield, Lawrence
Patt, Donald
Paul, David
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, Kimberly
Preto, Janice
Preto, John
Quignano, Lee
Quinones, Vic
Raishart, Francis
Raishart, Marilyn
Rakar, Debbie
Rayasa, Pramod
Retter, Jerry
Richards, Paula
Riggins, Jackie
Riley, Christine
Ringness, Ron
Ritley, Doug
Ritley, Judy
Rivers, Lorena
Robinson, Richard
Russ, Christopher
Russell, Lee Ann
Sakach, Arlene
Saletel, Judy
Samnik, Janis
Sandrey, Darlene
Sandrey, Michael
Sanguedolce, JoAnn
Sbrocco, Michael
Schafer, Jamie
Scherrer, June
Schick, Ellen

Schick, Tom
Schmidt, Linda
Schock, Delmas 'Del'
Schultz, Jamie
Schulz, William
Scott, Bryan
Scott, Maureen
Sedlak, Dennis
Sekerak, Raymond
Serra, Nanette
Shea, Mary
Shriver, Mary 'Kitty'
Sievers, Robert
Sironen, Rose Mary
Smith, Jamie
Smith, Kate
Smith, Linda
Smith, Pam
Sotka, Donald
South, Beth
Spaar, Lauren
St. John, Anne
St. John, Dale
Stanek, Larry
Stanicki, Debbi
Steinicke, Jack
Stephans, Kelly
Stevens, Julia
Stevens, Pat
Stewart, Kim
Stokes, Jackie
Stoneman, Nancy
Strahan, Sharan
Stratz, Robert
Summers, Tim
Supekar, Ameeta
Sutherland, Kenneth
Swanson, Mary-Alice
Swedenborg, Sharon
Swinehart, Gary
Talbot, Dennis
Talbot, Ellen
Talbot, Matthew
Taraska, Barbara
Terranova, Carol
Teschke, Cathy
Thomas, John
Thorne, Alan
Tomba, Frances
Tomba, Greg
Toomey, Carl
Toomey, MaryEllen
Tremaglio, Dawn
Trepal, Esther
Troha, Bob
Tucci, Michael

Tursich, Debbie
Tursich, James
Tusick, Judith
Tutolo-Vitale, Katey
Tutolo, Kimberly
Unites, Dorothy
Usaj, Anton
Vaccariello, Sheilah
Vagner, Caroline
Varga, David
Veasey, Barbara
Veneri, Chris
Vogt, Ken
Vogt, Mary Ellen
Voit, Stacey
Volpe, Herman
Vozel, Daniel
Wallace, Mary
Wallingford, Frank
Wallingford, Mary
Walsh, James
Walsh, Rae Lynne
Walter, Laura
Walter, Steve
Walters, Donna
Walters, James
Wasilisin, Stephanie
Watson, Mary
Weglarz, Frank
Weintz, Philip
Weiss, James
Weiss, Lori
Wendel, Anne Marie
Wilson, Bruce
Winters, Sue
Wojciechowski, Angela
Womack, Amber
Woodworth, Marijane
Wymer, Teresa
Yates, Eileen
Zadd, Daniel
Zadd, Donna
Zahn, William
Zaraska, Barbara
Zerman, Charles
Zerman, Mary
Zeroske, Joanne
Zettelmeyer, 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 businesses and organizations listed to the right.

ASA
Creative Solutions
to Independence
Enpac
Board of
Lake County Commissioners
Madison Healthcare
Mentor Rotary Club

Planned Giving Leaving a Legacy for the Council on Aging

A planned gift offers essential support to the Lake County Council on Aging, along with immediate or future tax benefits for you and your family. It's a powerful way to make a more impactful contribution than you might have imagined. If you're interested in leaving a legacy gift or would like more information on giving options, please reach out by contacting Kip Jochum at (440) 205-8111 to explore the many possibilities that are available.

Volunteer Services Department

Volunteers serve in critical roles to accomplish the mission of the Lake County Council on Aging. Volunteers make a significant contribution in the lives of the clients of Lake County Council on Aging through multiple programs. In 2024, volunteers impacted 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, **110 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 – **383 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, 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 **55 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 (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. **Six volunteers** helped seniors make informed decisions regarding Medicare benefits by providing free, unbiased information.

Grocery Shopping – **38 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. Food donations were sorted into types of food and packed for a two- to three-day food supply into **180 blizzard bags (540 meals)**. 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. **25 volunteers on Thanksgiving and 23 volunteers on Christmas** delivered a special holiday meal from University Hospitals to **167 seniors on Thanksgiving and 90 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. **Seven** volunteers delivered to **13** clients. Commodity boxes with shelf-stable meals are delivered to clients monthly.

Pet Meals on Wheels – Supplemental pet food is delivered to clients monthly. **Eight** volunteers delivered pet food to **116** clients.

Thank You to the Dedicated Volunteers of the Council on Aging

The Lake County Council on Aging is grateful to the **493 volunteers** who served **743 volunteer assignments** generously sharing their time, talents and skills to positively impact the lives of seniors. Volunteers contributed **36,993 hours of service** often in multiple roles and multiple locations. According to the Independent Sector's national average value of volunteer time; \$33.49 per hour, Lake County Council on Aging volunteers added **\$1,238,895 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. 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	32,199	493
LONELINESS/SOCIAL ISOLATION		
Friendly Visitors	40	3
Letters of Love & Cards Program	1,463	55
INFORMATION AND SUPPORT		
Benefits Assistance (OSHIIP)	167	6
Grocery Shopping	882	38
Administrative	717	8
Training	472	
EVENTS/COMMUNITY PROJECTS		
Senior Day at the Fair	105	21
Blizzard Bags	117	39
Thanksgiving Meal Delivery	50	25
Christmas Meal Delivery	46	23
Pet Meals on Wheels	249	9
Produce/ Commodity Box Delivery	157	9
Board of Trustees	329	14
Total Volunteer Hours	36,993	743*

*Duplicated count



Volunteer Marisa Cireddu delivers one of the Council on Aging's "letters of love" to Ken Mussig.

“I want to thank you dearly for the time your staff took to meet with my family. We would have never gotten so much information without the Council on Aging. You are a true gift to the seniors and families of Lake County. –Mary”



Council on Aging CEO Joe Tomsick with Western Reserve Area Agency on Aging CEO Doug Beach, PhD., and WRAAA board member Bob Royer.

2024 Annual Meeting and Awards Presentation

Each year, the board of trustees and CEO of the Lake County Council on Aging present the agency’s annual meeting and awards presentation in the fall, to coincide with the founding of the organization in October of 1972.

The 2024 keynote address was delivered by Dr. Doug Beach, CEO of the Western Reserve Area Agency on Aging (WRAAA). Dr. Beach spoke on the history of the Older Americans Act and the significant role it has played in addressing the social and health care needs of the aging population in the United States. The act established a network of state agencies on aging and Area Agencies on Aging (AAAs) to plan, coordinate and administer federal and state funding for aging programs across the United States. In our region, WRAAA oversees this funding for Lake, Cuyahoga, Geauga, Lorain and Medina counties.

Locally, the Council on Aging delivers vital programs and services, and advocates for the needs of older adults within Lake County. The agency is also one of WRAAA's Aging and Disability Resource Network partners, providing information and access for those local residents seeking long-term care services and supports.

The 2025 annual meeting will be held on Wednesday, October 22 at the Pine Ridge Country Club at 11 a.m. We invite you to join us!

"Our Aging World" Radio Show

The Lake County Council on Aging produces a weekly educational radio program, entitled “Our Aging World.” Every week, our community radio show offers a platform to discuss the challenges seniors can face and the help that is available to address their needs. We share vital resources, from healthcare tips to local support services, helping older adults navigate their daily lives. The show fosters a sense of connection, reducing isolation by letting seniors know they’re not alone. With guest speakers and expert advice, we empower listeners to make informed decisions, stay active, and stay engaged.



Hosted by Council on Aging CEO, Joe Tomsick, the one hour broadcast is aired in-kind over Integrity Radio, WINT, 1330AM and 101.5FM. An online airing of the show is available at tunein.com.

Here is a partial list of some of the guests who appeared on the weekly radio program during 2024:

AARP	Lake County Council on Aging
Alzheimer's Association	Lake County Department of Utilities
Adult Protective Services	Lake County Free Clinic
Adult Day Care	Lake County General Health District
Better Business Bureau of Cleveland	Lake County Senior Centers
Bowersox Wound Care, LLC.	Lake County Treasurers Office
Cleveland Clinic	Lake Geauga Habitat for Humanity
Cleveland Sight Center	Laketrans
Court of Appeals, 11th District	Mentor Public Library
Court of Common Pleas	Museum of Natural History
Fine Arts Association	National Kidney Foundation
Greater Cleveland Aquarium	Potti & Marc F. Burr Funeral Homes
Hearing Specialists	Project Hope for the Homeless
Home Care Companies	Social Security Administration
Home Safety/Maintenance	United Way of Lake County
Hospice of the Western Reserve	Western Reserve Area Agency on Aging
Lake County ADAMHS Board	Willoughby Summer Theatre Festival
Lake County Aging and Disability Resource Center	
Lake County Board of Commissioners	

Funding

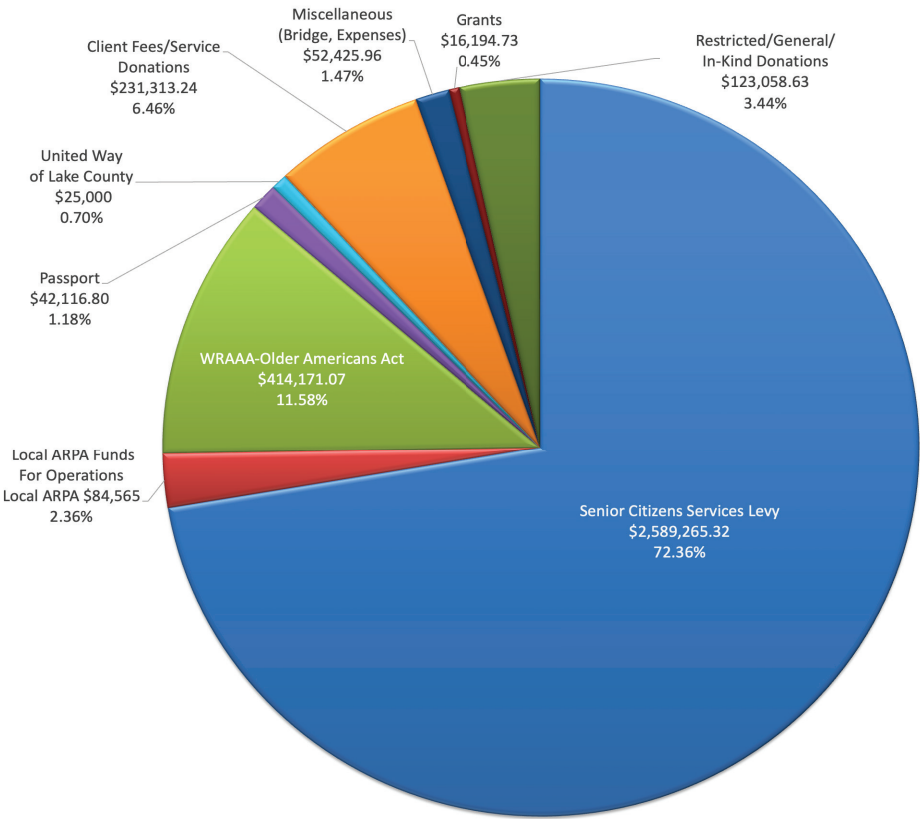
The Lake County Council on Aging is funded primarily through the Lake County Senior Citizens Services Levy, Title III Older American Act Awards through the Western Reserve Area Agency on Aging, The Jerome T Osborne and Georgeanne S. Osborne Charitable Trust, United Way of Lake County, various local/national 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 2024.

Approximately 72.36% of the Council on Aging’s 2024 operating funds were received from the Lake County Senior Services Levy. The agency was very fortunate to receive additional local ARPA funds that paid for 1200 Aldi gift cards, shelf stable meals, and a small variety of other personal products that went directly to seniors. The agency also received local levy capital dollars to purchase replacement meal delivery bags and upgrade staffs’ computers and network server.

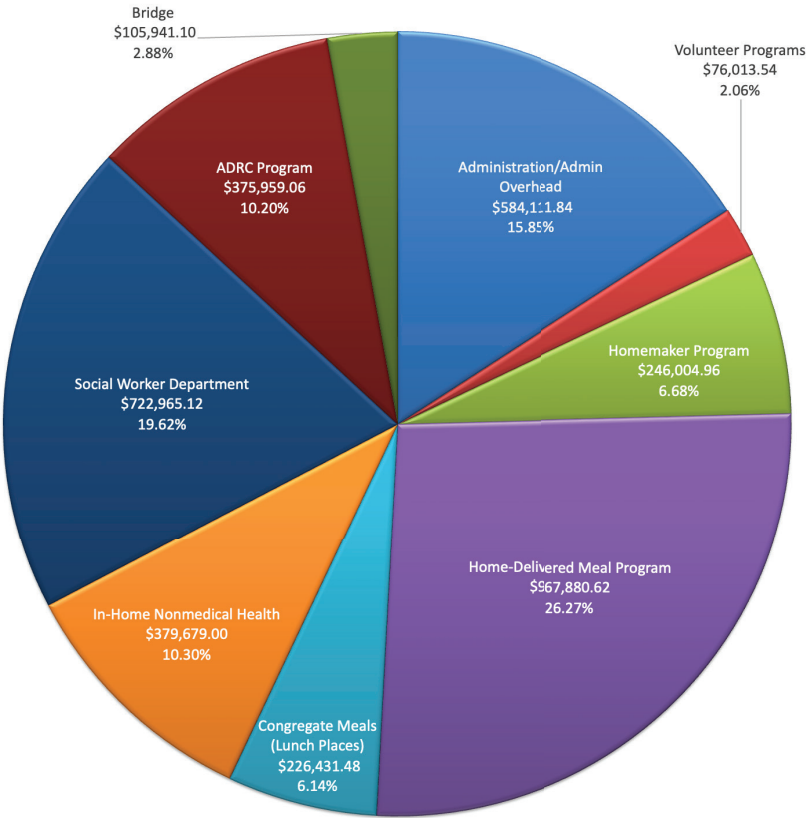
Approximately 11.58% of the agency’s operating funds was received from Older American Act Funds to help pay for delivered meals, congregate meals, HEAP and MIPPA assistance, and other information, benefits and options counseling funds. Older American ARPA funds were also received to help repair masonry at the East Avenue location

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.

2024 Operating Revenue By Source (Unaudited)



2024 Operating Expenses By Department (Unaudited)



Our Generous Donors

We deeply appreciate the individuals, organizations and corporations who fund the Council on Aging and partner with us in achieving our mission. Our ability to achieve our vision would not be possible without their partnership and we recognize with much gratitude those who donated in 2024.



\$10,000+

Meals on Wheels Association of America
VFW Post 4358, Willoughby Hills

\$5,000 – \$9,999

Foundations Health Solutions
Jerome Micco
Riverside Local Board of Education
Western Reserve Area Agency on Aging

\$2,500 – \$4,999

Anonymous
CareCore at Mentor
Charitable Adult Rides & Services
How Money Works
Paul Pahoresky
Wickliffe Fraternal Order of Eagles #4086
William Jackson

\$1,000 – \$2,499

Anonymous
Anderson Family Foundation
Colleen McCarthy
Diane Prijatel
Elaine Crane
Fredon
James Llewellyn
Joseph Tomsick
Lake County Offroad Conservation
Laketran
Lubrizol
Melinda Mallett-Kovalcheck
Schraff Thomas Law, LLC
VFW Auxiliary Post #3863
VFW Post 3863
Visiting Angels of NE Ohio
Wickliffe Country Place
William Robertson

\$500 – \$999

Advanced Audiology Concepts
Alexander Fechner
Association of Specialists in Aging
David and Barbara Kaus
Brunner Sanden & Deitrick
Funerals and Cremations
Carver Financial Services, Inc.
Comfort Keepers
CT Consultants
Donna Heiss
Eaton Family Credit Union
Enpac LLC
Enterprise Welding & Fabricating
Fred Kuhar
Hospice of the Western Reserve
John Thomas
Lakeland Community College
Linda Bednar
Mentor Auxiliary 3605 FOE
Mitchell Media
Progressive Insurance Foundation
Sounds of Life Hearing Center, LLC
Sunset Industries Inc.
University Hospitals Lake Health
Community Outreach
VFW#2595

\$250 – \$499

Aida Faria
American Legion Post 336
Augustine Stungys
Best Solutions Medical Supplies, Ltd.
Beth Cassella
Cesare Frabotta

City of Mentor Employees
Cleveland Clinic
Dave Ernes
Frank Weglarz
George Milbourn
Hollycroft Apartments
Home Instead Senior Care
James Marchand
Jane Neubauer
Lake County Veterans Services
Laura Sherwin-Makar
Lynn Smith
Lynnette Manteuffel
Madison Health Care
Mark Horner
Marous Brothers Construction
Monreal Srnick
Funerals & Cremations
NMS, Inc.
Rent A Daughter
Ronald Cimaglio
Scott Lynch
Taylor Made Home Care LLC
The Winfield at Richmond Heights
United Way of Lake County
VFW Post 9295

\$100 – \$249

Anonymous
Alexander Timpeiro
AMLA #59
AMLA Clairwood Lodge 40
Anastasia McCullough
Ann Nasky
Barbara Patton
Beatrice Barilatz
Bella Bare Hospice
Bob Mallett
Cherished Companions Home Care
Chris Larson-McKenzie
Dallas Rodgers
Debra Catalano
Enchanted Grove Foundation
Flynn Group
Glenn Wallauz
James Walter
Jane Botz
Jane Hieronymus
Janice Geho
Jim O'Connor
Joseph Piolet
Judge Mark Bartolotta
Judith McCracken
Karla Mendez
Katey Tutolo
Katherine Beaty
Laura McGuinness
Linda Sichko
Margarette McConnell
Marilyn Terchek
Marjorie Knaus
McCarty Family
Revocable Living Trust
Megan Coy

Michael & Deborah Peppard
Michael Finefrock
Michael Mohner
Nancy Archangle
Ohio Living Home Health and Hospice
Oswald Companies
Paula Seger
Phyllis Seiz
Renee Teal
Rita Schraff
Robert Lanning
Robert Williams
Samuel Cowling
Schlitz Crane, Inc.
Shannon Cianciola
Suzie Begovic
Temple Am Shalom
Terri Findlay-Jones
Tracy Radonich
Western Reserve Harley-Davidson

\$1 – \$99

Anonymous
Adrian Bohl
Arlene Crowe
Ben Capelle
Beth Thomas
Betty Pinelli
Bob Oblocki
Bobbi Reese
Bonnie Jennings-Hrwatzki
Charles Kocher
Chris Lavik
Daniel Cogan
Dave Glass
David Duricky
Deborah Henkhuzens-Willoh
Dennis Grisez
Diane Koury
Doug Ritley
Douglas Elersich
Eileen Yates
Eric Ziegler
Frank Paratore
Frank Strah
G. Watertower
Gail Klingenberg
Helen Campanella
James Kent
Janet Wood
Janice Freitag
Janis Roth
Jay Juliano
Joseph Gibson
Josephine Wutchiett
Judith Day
Judith Kozlowski
Katherine Lorenzo
Ken Kropac
Kenneth Hoffacker
Kenneth Salacienski
Lisa Abbott
Lois Heckman

Lois Fabian
Loretta Babuder
Maria Haegele
Marian Wenger
Marianne Wiley
Marnie DeGuire
Mary Ann Potts
Mary Slak
Michael Young
Neal Ward
Nicholaus Rericha
Pat Stevens
Patricia Cobb
Phyllis Brunner
Ray Laporte
Richard Kocemba
Richard Rabe
Richard Robie
Robert DeGraff
Robert Pengal
Robert Wareham
Rose Derk
Ryan Kamenicky
Sean Pell
Spence Kline
Sue Pikes Bares
Susan Fende
Susan Frankowski
Susan Leimgruber
Suzanne Staiger
Thomas Dice
Thomas Lennox
Victor Orenski
William Adams

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 Joanne Horner

Beatrice Barilatz
Mark Horner

In Memory of Phyllis Cimaglio

Ronald Cimaglio

In Memory of JoAnne Dempsey

Patricia Cobb

In Memory of Faith J. Kern

Deborah Henkhuzens-Willoh

In Memory of Tony Marjenin

Chris Lavik

In Memory of Tony Petkovsek

Bob Oblocki

In Memory of Hazel B. Portz

Jay Juliano

**In Memory of
Margarette Rae Swanger**
Margarette McConnell

IN HONOR

In Honor of Frances A. Bozak
Linda Sichko

In Honor of Joe Greene
Pat Stevens

In Honor of Joanne "Tootsie" Horner
Nicholaus Rericha

In Honor of Kevin Kamenicky
Ryan Kamenicky

In Honor of Mindy Kovalcheck
Bob Mallett
Jane Neubauer

In Honor of Alice Mohar
Frank Strah

In Honor of Ruth Pohto
Sue Pikes Bares
Jane Botz
Ken Kropac

IN-KIND

Alert Care Ohio
Antiques & Uniques
Applebee's - Mentor
BarkBox
Beal's Pickles and Pints
Chick-fil-A
The Cleaning Authority
Cleveland Cavaliers
Cleveland Monsters
Cleveland Zoological Society
Cooper's Hawk Winery & Restaurants
Cuyahoga Valley Scenic Railroad
DeJohn Funeral Homes & Crematory
GOODTIME III
Geraci's Restaurant
Gloria Jean's Coffees
Great Harvest Bread Co.
Greater Cleveland Food Bank
The Helicopter Daughter
Holden Forests & Gardens
Lake Metroparks
Madison Garden Club
Michael & Debbie Peppard
McGregor
Music Box Supper Club
Painesville Country Club
Petitti Garden Center
Quail Hollow Country Club
Quality Nail Spa
Raising Cane's Chicken Fingers
RollHouse Mentor
Silvestro's Depot Cafe
TGI Fridays
Wickliffe Lanes

IN APPRECIATION

The Lake County Council on Aging sincerely appreciates the generous support of the **Jerome T. Osborne and Georgeanne S. Osborne Charitable Trust**.

This financial support will strengthen our capacity to offer vital services and programs designed to meet the needs of Lake County seniors.



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

Social Work Services

The social work team of licensed professional social workers at Council on Aging 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 department appreciates the ongoing collaboration received from community partners, 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.

In 2024, the Council on Aging also received funding through the Healthy Aging Grant Initiative from the Lake County Board of Commissioners through the Ohio Department on Aging. The social workers utilized this funding to further promote the overall well-being and quality of life for seniors living in their homes. Assistance received by seniors in 2024 included minor home repairs, appliance repair and replacement, laundry assistance, and heavy household cleaning. Many lives were positively impacted through this initiative. The social workers will continue to help seniors receive similar assistance in 2025 through the generosity of a grant received from the Jerome T. Osborne and Georgeanne S. Osborne Trust. The department also received a generous distribution of carbon monoxide detectors from the Mentor Rotary Foundation to install in the homes of our clients to promote a safe home environment.

In addition, the Social Work Department continues to provide support and education to the senior population through community outreach social work services. The agency’s community outreach social worker works tirelessly to 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. Education is provided through presentations, resource fairs, large community events, and individual meetings at various locations throughout the community. The community outreach social worker has met with individuals and groups at senior centers, libraries, churches, police and fire departments, to name a few. Efforts will continue in 2025 to reach many more seniors and provide ongoing education and support.

Although Lake County’s senior population will continue to face many challenges in 2025, the Council on Aging’s social workers are prepared to provide clients with the vital resources they need and utilize connections with other social service agencies to promote individual safety and overall well-being. 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.

2024 social work services:

- Provided services to 1,358 unduplicated seniors
- Provided 2,085 home visits
- Completed 694 initial and event-based assessments
- Completed 653 reassessments
- Completed 4,189 direct service hours

2024 community outreach social work:

- Provided 211.50 outreach hours
- Approximate total of 7,219 people present at various outreach events throughout the year

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.

2024: Provided 876 pieces of medical equipment to Lake County seniors.

“I am so grateful for the services Council on Aging provides. Living out of state, I can worry less and be reassured knowing that my mom is going to get the help she needs! –Adam



COA's Connie Brocone, Elvira Toader and Jackie Oliverio at a senior outreach event.

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 and 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 how 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.

2024: Provided 5,341 Information and Assistance contacts.

Produce Assistance – The Lake County Mobile Food Pantry began in 2020 due to the COVID-19 global pandemic. As this program continued through 2024, information and assistance specialists from the Lake County Council on Aging, together with Lifeline/211, played an integral role in registering seniors for the Lake County Mobile Food Pantry program through the first three quarters of 2024. As of the fourth quarter of 2024, the Lake County Council on Aging no longer registered seniors for this program. However, the Council on Aging continues to demonstrate a proud partnership in this program by assisting at the Wickliffe distribution site every month, as well as promoting the program at outreach events, on our website and on social media. This program continues to be a collaborative effort between the Council on Aging, Laketrans, Lifeline Inc., the Lake County Board of Commissioners, and the Greater Cleveland Food Bank.

- Lake County Mobile Food Pantry: Served 3,546 duplicated senior households.

Options Counseling

Options counseling takes information and 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.

2024: Provided a total of 610.5 hours of options counseling assistance to 161 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).

2024: Provided a total of 536.5 hours of benefits assistance to 372 unduplicated individuals.

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

2024: During Medicare Open Enrollment, five Ohio Senior Health Insurance Information Program (OSHIIIP) volunteers provided Medicare information, education and assistance to 99 individuals totaling over 110 hours of assistance and saving seniors \$30,000 in Medicare expenses.