

Established 1973



2017 Annual Report

Improving the health, well-being and independence of
Lorain County residents by serving vulnerable aging
individuals and other adults with special needs.

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A special thank you to the more
than 200 dedicated volunteers
who helped LCOOA provide
services.

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Marlene Calco, Data Entry Operator
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Cindy Campbell	Deborah Chaney
Megan Crockett	Joyce Moore
Shennell Taylor	Sharon Terry
Pat Valvo	Kelly Winland
Jerri Wojciak	

Chore Staff

Tyrone Baldwin	Derek Hall	Joseph Payne
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Welcome! Thank you for taking the time to read our 2017 Annual Report! In the following pages we have detailed each of our services and their impact on the community in 2017. Our Agency is dedicated to serving and improving the lives of Lorain County older adults and adults with disabilities. Our clients are not numbers to us but stories and lifetimes of knowledge and experiences that shape their individual circumstances and viewpoint. We celebrate and welcome it all!

Without the generous support of our funders and private donors we would not be able to deliver these vital services to our clients in the community. All amounts, big or small, are a blessing to this Agency and the clients we serve. We thank each and every one of you for thinking of us and providing your own personal blessing to the older adults and adults with disabilities in our community.

2017 was a uniquely challenging year for the Agency. We said farewell to a number of staff and welcomed new, enterprising staff that are driven and willing to take charge in helping improve the lives of our clients. 2017 also saw a change in Agency leadership. We wish our outgoing Executive Director, Rita Campbell, all the best in her future endeavors and thank her for her service and time dedicated to the pursuit of our vision. We welcome a familiar face as our new Executive Director, Lauren Burgess, who has served in other capacities at the Agency for over seven years.

As we look toward the future, we will embrace the change and challenges in our external environment. Rest assured, our commitment to our clients and our community has not and will not change. It is the goal of this Agency to rise to the new and unique challenges facing us today, so that the community is a better place tomorrow for our older adult and disabled adult residents. With a commitment to teamwork, service and advocacy we have great hope for an even better future for those we serve.

With Deep Respect and Gratitude,

Andrea C. Kryszak
Board President

Lauren Burgess, MSW, LSW
Executive Director

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Improving the health, well-being and independence of Lorain County residents by serving vulnerable aging individuals and other adults with special needs.

Our Annual Senior Fest 2017



2017 Program Highlights

Food Assistance

LCOOA provides food assistance to many Lorain County residents who are at nutritional risk through a variety of services including:

- Three Food Pantry Programs
- Senior Food Box Program
- Holiday Food Baskets
- Home Delivered Meals
- Senior Dining Program
- Senior Farmer Market Vouchers

Approximately **1,430** low-income households received some type of Food Pantry Assistance from the Lorain County Office on Aging.

We assisted in providing Holiday Food Baskets to **89** low-income households, to help celebrate the holiday season.

The Office on Aging provided balanced, hot, nutritious meals to **338** older adults living in Lorain County, through Home-Delivered Meals and our Senior Dining Program. Since we target our service to seniors who are at high nutritional risk, LCOOA is able to improve the health status of some of the County's most fragile citizens.

In total, **28,098** hot, nutritious meals were provided by the Lorain County Office on Aging through the Home Delivered Meals and Senior Dining Programs.

491 low-income older adults living throughout Lorain County were provided with Farmers Market Vouchers, valued at **\$24,550** to help them buy fresh fruits and vegetables at participating Lorain County farmers markets.

2017 Program Highlights

Aging & Disability Resource Center (ADRC)

Lorain County Office on Aging is the Aging & Disability Resource Center (ADRC) for Lorain County that offers the following services:

- Information & Assistance
- Benefits Assistance
- Options Counseling

The Lorain County Office on Aging offers specialized **Information and Assistance (I&A) Services** to Lorain County residents who are 60 years or older or disabled. I&A includes determining what resources older adults and disabled adults might require to address their needs. LCOOA also provides follow-up to make sure individuals get connected with these resources.

Benefits Assistance is provided to qualified Lorain County residents who are at least 60 years old or disabled. Assistance is provided to meet their unique financial needs such as helping them apply for and obtain any additional public benefits that they are eligible for.



2017 Program Highlights

Options Counseling is an interactive process provided to older (60+ years) and disabled adults, and their families, to develop a long-term plan to help them make informed choices about long term services and supports. We help them learn about community resources and assist with accessing these resources. We also work with individuals to make sure their wishes are both made known and honored. Options Counseling is also available to help eligible older and disabled adults successfully transition from hospitals, rehabilitation facilities and other long/short term nursing facilities to an appropriate living situation for the level of care needed.

2017 ADRC Highlights

In 2017, ADRC services were provided to **766** Lorain County older and disabled adults. Of them:

- **869 referrals, follow-up and service assistance was provided to 515 aging and disabled Lorain County residents through Specialized Information & Assistance Services– which include assessing needs, linking older adults to needed supports and providing follow-up to ensure needs were met.**
- **To help older adults make informed choices about appropriate living situations, Lorain County Office on Aging staff provided Options Counseling to more than 58 aging & disabled Lorain County residents.**
- **More than 295 of seniors & disabled adults receiving Benefits Assistance** obtained additional health & social service benefits such as Medicare, Medicare Part D Subsidy, Medicare Savings Program, Medicaid, SNAP, *MyCareOhio*, PIPP and/or HEAP).



2017 Program Highlights

RSVP Program

The Lorain County RSVP (Retired Senior Volunteer Program) recruits, trains, places and supports more than 220 volunteers, over age 55. With a focus on service programs that positively address community needs in Lorain County, volunteers provide services in local non-profit, school and health care sites throughout the county. The goal of RSVP is to support the community to address social problems and improve the quality of life of all Lorain County residents!

2017 RSVP Highlights

RSVP partnered with area non-profit and other organizations to meet and address the health & social service needs of all Lorain County residents, by recruiting and placing **225 volunteers at local community agencies**.

More than 44,482 community service hours were provided through RSVP in 2017!!

Kinship Program

The Kinship Program is an initiative of the Lorain County Office on Aging to actively address the needs of grandparents or other older adults who are raising a grandchild or young relatives.

Highly qualified Kinship Program staff provide assistance to families to gain access to services to help children successfully transition into the home of their grandparent or other relative caregiver. Services offered include: case management, crisis intervention services, legal assistance, caregiver education and support and a food pantry.

2017 Kinship Highlights

In 2017, 1,340 families (and 2,437 children) received Kinship Program services.



2017 Program Highlights

Supportive Services

Evidence-based best practice suggests that coordinated care management is one of the most effective ways of ensuring that persons with multiple and complex health needs receive the care needed to improve their health and help them remain independent in the community.

LCOOA addresses this need through its Supportive Services. As part of this service, a specialist assesses an older adult's needs and then provides a mix of supportive services and referrals to address issues and concerns.

All supportive services provided are designed to improve the health status of Lorain County seniors and allow them to remain safely in their homes.

2017 Support Service Highlights

150 at risk older and disabled adults living in Lorain County received supportive services in 2017. Approximately 200 hours of social work support was provided by LCOOA.

Transportation to Health Care

Research shows that an increasing number of Lorain County seniors are living alone with few supports nearby. These individuals are often geographically isolated and have trouble getting to health care appointments. Unfortunately, evidence suggests that Lorain County older adults disproportionately suffer with chronic health conditions, like diabetes, hypertension, mobility issues, chronic pain and high cholesterol.

To address transportation barriers in Lorain County and ensure at-risk older adults have access to regular health care- which has been proven to improve health and help people remain independent in the community- LCOOA recruits skilled & highly trained staff and volunteers to provide door-to-door transportation assistance to healthcare appointments.

To protect the health of seniors who had no other means to get to healthcare appointments, Lorain County Office on Aging provided Transportation Assistance to Healthcare appointments to **71** frail and isolated Lorain County aging residents. In 2017, **620** trips were provided to ensure these individuals received healthcare needed to maintain their health and independence.

Improving the health, well-being and independence of Lorain County residents by serving vulnerable aging individuals and other adults with special needs.

Lorain County Office on Aging- Core Values



Core Values of Lorain County Office on Aging define who we are and what we believe. They guide how we serve individuals, how we treat one another, and how we make decisions.

- The highest priority of Lorain County Office on Aging is to treat all individuals with dignity and respect.
- Understand that our primary role in Lorain County is to provide services that empower, protect and improve the health and well-being of the individuals we serve.
- Partner with individuals served, and their family members, to address their concerns and needs, including identifying potential solutions to improve their health, well-being and independence.
- Advocate for the needs of vulnerable aging and disabled Lorain County residents with enthusiasm, compassion and in consideration of best practices.
- Collaborate and partner with other stakeholders to address the unmet needs of those served, and maximize resources available to the aging and adults with special needs in the greater community.
- Act as a good steward of public and private funds by continually implementing programs that are both effective and efficient.

2017 Program Highlights

***The Senior Years* Newspaper**

The Senior Years is provided to all individuals and organizations as part of their annual membership with the Lorain County Office on Aging. **For just \$12/year, an individual will receive the monthly *The Senior Years* newspaper.** It provides readers with critical information about policies affecting aging populations, as well as resources available to older adults throughout Lorain County.

2017 Senior Years Highlights

Provided monthly health education and information about Lorain County resources available to older adults to help them improve their health, well being and independence, through *The Senior Years* newspaper, to more than **5,800** Lorain County residents.

- News about policies that affect aging Lorain County residents.
- Access to area resources for Lorain County residents.
- Information designed to promote health and wellness, including healthy recipes and tips on how to make small changes to improve health and remain independent in community settings.

In 2017, we provided information to older adult groups, which included nutrition education, HEAP and other services Lorain County older adults are eligible to receive.

To further protect the health of Lorain County seniors, **LCOOA hosted the annual Senior Health Fair as part of the JVS Community Appreciation Day and the annual Senior Fest. We also participated in several Health Fairs for Lorain County seniors, throughout 2017.**

Lorain County Office on Aging also operates a library of information that is available to the public. Located at our main office, we maintain a library that includes current, aging-related printed



First Edition Summer 1975

2017 Program Highlights

Chore Assistance

Chore assistance is offered to help older adults remove safety hazards and provide heavy cleaning support needed to ensure older adults live in safe and healthy environments. For example, chore services might be provided when an older adult is coming home following an extended stay in a hospital or rehabilitation facility. Chores that are provided include, but are not limited to: cleaning stoves, scrubbing floors, cleaning walls, cleaning 1st floor windows, changing furnace filters, changing smoke detector batteries, cleaning kitchens, cleaning gutters, cleaning bathrooms, etc.

2017 Chore Highlights

In 2017, LCOOA completed 859 heavy chores for 172 at-risk Lorain County seniors, to help address environmental hazards and help aging residents to remain independent and safely in their homes.

Housekeeping Services

Housekeeping services are offered to at-risk Lorain County seniors who are unable to maintain a safe home and complete daily living tasks required to maintain health and well-being. Services include an intake assessment to determine the older adult's needs and routine cleaning services designed to protect the health and safety of the older adult, while also allowing him or her to remain independent in the community.

2017 Housekeeping Highlights

Regular Housekeeping Services were provided to 162 at-risk older adults, in 2017, to allow them to remain independent in their homes.

In total, **we provided 3,907 hours of Housekeeping Services to at-risk seniors** living in Lorain County, to help them remain safely in their homes.

2017 Community Event Highlights

Senior Fest 2017

The Lorain County Office on Aging, The Lorain County General Health District and Western Reserve Area Agency on Aging cosponsored the annual event for the senior citizens of Lorain County. The event was held at the Spitzer Center at the Lorain County Community College on April 27th. The free event provided seniors with health screenings, oldies concerts, a light lunch, antique appraisals and door prizes. There were 80 vendors in attendance providing valuable information and services to the large crowd of over 400.

Big Band Dance

The Annual Big Band Dance was held at DeLuca's Place in the Park on September 20th, 2017. The dance featured the Dan Zola Orchestra. The Big Band Dance was sponsored by Cardinal Care Management and others. Over 400 people attended the event! All proceeds went to support the North Ridgeville Senior Center and the Lorain County Office on Aging.

Senior Health Fair

The Lorain County Office on Aging partnered with JVS and the Friends of Senior Citizens group to host a Senior Health Fair on October 7th, 2017. As part of the event, area seniors were invited to learn about ways to improve their health. More than **450** seniors received a **FREE** lunch and **62 vendors** provided information to Seniors in our community.

Senior Fest 2017



Improving the health, well-being and independence of Lorain County residents by serving vulnerable aging individuals and other adults with special needs.



Senior Fest 2017



**Lorain County Office on Aging
Statement of Financial Activities 2017**

INCOME	Actual	Budget
Support Income		
Government Grants		
Gov't Grants-City Funds	\$ 92,413	\$ 105,000
Gov't Grants- County Funds	\$ 38,930.27	\$ 43,100
Gov't Grants-Federal Funds	\$ 359,871.35	\$ 417,802
Gov't Grants-State Funds	\$ 56,266.01	\$ 54,361
Private Grants		
Private-Restricted Grants	\$ 60,570.02	\$ 80,000
Donations	\$ 43,059.15	\$ 61,000
Total Fundraising Events	\$ 3,871.75	\$ 5,200
Earned Income		
Senior Years-Advertising	\$ 72,700.60	\$ 85,000
Program Income	\$ 4,014.32	\$ 1,200
Client Co-Pay/Voucher	\$ 3,685.36	\$ 4,000
Dues	\$ 25,053.36	\$ 10,500
Other Income	\$ -3,150.83	\$ 2,600
TOTAL INCOME	\$ 757,284.54	\$ 869,763
EXPENSE		
Total Program Expense	\$ 718,569.54	\$ 725,016
Total Staffing Cost	\$ 1,691.56	\$ 0
Total Development Expense	\$ 1,491.38	\$ 2,300
Total General & Admin Expense	\$ 127,020.71	\$ 129,623
TOTAL EXPENSE	\$ 848,773.19	\$ 858,139
NET ORDINARY INCOME	* \$ -91,448.65	\$ 11,624
ASSETS	12/31/2017	12/31/2016
Cash and Equivalents	\$ 159,182.14	\$ 248,335.69
Investments	\$ 54,296.04	\$ 53,898.43
Total Current Assets	* \$ 213,478.18	\$ 302,234.12

**UNAUDITED FINANCIALS*

Fiscal Letter of Confidence:

During 2017 we experienced a number of issues that had an adverse impact on our operations and our financial results. We were subjected to employee absences due to the following: two medical leaves for surgery, one for maternity leave, two employees with intermittent illness, and one bereavement leave. We also had two long-term employees retire mid-year. This understaffing of personnel led to the inability to maximize our grant funds from the Western Reserve Area Agency on Aging, in the amount of \$54,000.

Secondly, private grant funding in the amount of \$16,000 that was included in the 2017 budget did not materialize. Donations were under budget by \$17,940 and *The Senior Years* advertising fell short of the budget by \$12,000.

Expenses for 2017 included some items from 2016 that were caused by differing fiscal funding years. Food, volunteer travel and audit expense accounted for \$19,100.

Due to the underutilization of the grant funding from WRAAA, we worked with WRAAA to adjust our program levels to try and catch up where we could. This caused some confusion between us and WRAAA resulting in a slowdown of payments from them. This caused some cash flow issues that were corrected in 2018.

Many of the issues we faced in 2017 were unforeseen; However hard lessons were learned. We have implemented cross-training for staff, changed the way we forecast for budgetary purposes, tweaked accounting processes and tightened up spending. The sustainability of the Agency is at the forefront of the Board of Trustees' and Agency leadership's priorities, including adjusting to the changing environment and being a proactive organization.

Our commitment to our clients and community has never been stronger! We appreciate beyond measure the support of our funders, donors and community partners in realizing the vision of this Agency. Without each of you our good work would not be possible. While we acknowledge the financial difficulties we have faced this past year, there is renewed hope that by streamlining internal processes, implementing better accounting processes and finding new and creative way to fundraise our vision will be realized for the clients and community we serve.

Howard Dulmage
Board Treasurer
Lorain County Office on Aging

Brad Dolan, CPA
Fiscal Officer
Lorain County Office on Aging

LORAIN COUNTY OFFICE ON AGING



ENDOWMENT FUND

A LEGACY GIFT PLACED IN THE
LCOOA ENDOWMENT FUND
WILL PRODUCE ENDLESS RETURNS

To Register Please Contact:

Executive Director, Lauren Burgess, MSW, LSW
Email: lburgess@lcooa.org | Desk Phone: 440.326.4822

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