



*Lorain County
Office On Aging*

2020 Annual Report

Established 1973

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

THANK YOU TO LCOOA BOARD, STAFF & VOLUNTEERS

Board of Trustees

Linda Noelker-President
Jill Cooksey– Vice President
Don Schiffbauer– Treasurer
Mary Lou Golski– Secretary
Laurie Dupee
Heidi Freas
Victor Leandry
Erin Poplar
Michele Razdrh
Marianne Riley
Deb Sheldon
Neil Spike

RSVP Advisory Council

Jeff Hogan
Gary Huntley
Kathy Janda
Doris Keller
Sharon Keppers
Carole Klingler
Julie Mackey
Bonnie Miller
Ralph Russini
Terry Stone

Volunteers

A special thank you to the more than 250 dedicated volunteers who helped LCOOA provide services.

Administration

Lauren Ksiazek, MSW, LSW, Executive Director
Brad Dolan, CPA Retired, Fiscal Officer
Cathy Rue, Fiscal Assistant

Staff

Christine Anderson, RSVP Coordinator
Carolyn Rondon, Kitchen Coordinator
Lea Arcuri, LISW-S Kinship Group Facilitator
Beverly Bennett, Food Pantry Coordinator
Carolyn Bishop, LSW, ADRC/Information and Assistance, Senior Dining Program
Saundra Ferguson-Brown, Homemaker Program Director
Monica Frank, ADRC/Information and Assistance, Options Counseling
Marlene Calco, Data Entry Operator, Transportation Coordinator
Diana Colley, Northeast Office Supervisor
Carol Garbash, Homemaker/Chore Scheduler
Barb Gochnour, RN, ADRC Specialist
Paula Loos, ADRC/Information and Assistance
Stacy Pennell, LSW, ADRC/Benefits Assistance
Sarah Poling, LSW, SSO Outreach Coordinator
Cathy Priebe, *The Senior Years* Editor
Ralph Russini, RSVP Project Director
Nicole Sandidge, Kinship Program
Sandra Scott, Administrative Assistant
Michele Smith, MSW, LSW Kinship Program
Helene Stone, MSSA, LISW-S, Kinship Program
Carol Turnbull, Records Retention Clerk
Beth Wiech, LSW, ADRC/Options Counseling

Housekeeping Staff

Cindy Campbell	Megan Crockett
Maribel Dominguez	Jerri Wokciak
Mariann Dubena	Michelle Wade
Athina Guice	Velma Kimbro
Joyce Moore	Sharon Terry
Pat Valvo	

Welcome! Thank you for taking the time to read our 2020 Annual Report! In the following pages we have detailed each of our services and their impact on the community in 2020. 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!

2020 was an extremely challenging year for our entire world. As we all navigated the uncertainty and fears surrounding the pandemic, LCOOA remained committed to providing services, as safely as possible, to ensure vulnerable older adults in Lorain County had their needs met. From delivering food, expanding meal delivery, delivering safety kits, delivering masks and sanitizer, shopping for clients and delivering hygiene products, we remained ready and able to address our clients' needs.

None of the work in 2020 would have been possible without the OUTSTANDING staff at LCOOA. Despite the unknown and fear, staff came to work every day ready to provide assistance wherever it was needed. For this, we are eternally grateful.

As we look toward 2021 we anxiously await the hope of the end of the pandemic and a return to normal. We all should have a renewed appreciation for one another. The Lorain County Office on Aging remains a strong organization with a vision of a bright future for those we serve in the Lorain County community.

With Deep Respect and Gratitude,

Linda S. Noelker, PhD
Board President

Lauren Ksiazek, MSW, LSW
Executive Director

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

2020 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 **2,196** low-income households received some type of Food Pantry Assistance from the Lorain County Office on Aging.

The Office on Aging provided balanced, hot, nutritious meals to **561** 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, **46,776** hot, nutritious meals were provided by the Lorain County Office on Aging through the Home Delivered Meals and Senior Dining Programs.

410 low-income older adults living throughout Lorain County were provided with Farmers Market Vouchers, valued at **\$20,500** to help them buy fresh fruits and vegetables at participating Lorain County farmers markets.



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

2020 Program Highlights

Aging & Disability Resource Center (ADRC)

Lorain County Office on Aging is the designated 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.



2020 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.



2020 ADRC Highlights

In 2020, ADRC services were provided to **1,800** Lorain County older and disabled adults. Of them:

- **1,384 referrals, follow-up and service assistance was provided to 957 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 278 aging & disabled Lorain County residents.**
- **571 seniors & disabled adults receiving Benefits Assistance** and obtained additional health & social service benefits such as Medicare, Medicare Part D Subsidy, Medicare Savings Program, Medicaid, SNAP, *MycareOhio*, PIPP and/or HEAP.

2020 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!

2020 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 **9,460 community service hours were provided through RSVP in 2020!!** This number is reduced due to station closures and safety concerns during the pandemic.

Kinship Program

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

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.

2020 Kinship Highlights

Through 2020, 1,697 families (and 2,945 children) received Kinship Program services.

2020 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.

2020 Support Service Highlights

409 at risk older adults living in Lorain County received supportive services in 2020. Approximately 467 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 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 **14** frail and isolated Lorain County aging residents. In 2020, **38** one-way trips were provided to ensure these individuals received healthcare needed to maintain their health and independence. This program was heavily impacted by the pandemic due to social distancing concerns.

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.

2020 Program Highlights

The Senior Years Newspaper

For just \$14/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.

In 2020, we provided information to older adult groups, which included nutrition education, HEAP and other services Lorain County older adults are eligible to receive.

In 2020, we provided over 5,544 clients with HEAP application support.

2020 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 **6,200** 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.

The Lorain County Office On Aging
THE SENIOR YEARS
No. 10
October 2019

Vol. 45

MEDICARE OPEN ENROLLMENT
How to Make Sure You Are Getting the Best Deal for Your Buck

Medicare open enrollment is October 15 through December 7, 2019. Whether you are currently on a Medicare plan or you are considering switching, this is your last chance to make changes to your Medicare plan for 2020.

Key to Coverage:
For coverage under Medicare Open Enrollment, you are not restricted to the 1-year period. However, you can only make one change to your Medicare plan during this time. If you are currently on a Medicare plan, you can only make one change to your Medicare plan during this time.

Open enrollment is changing. It is important to know the rules of open enrollment. You can visit the Office on Aging Website for more information. You can also call the Office on Aging at 609-261-1111 for more information.

14th Annual "Senior Living Fair"

What is a RightSize Seminar? see page 19
Enjoy Activities in Elyria, see page 17
Protecting yourself from scammers, see page 16 & 25

2020 Program Highlights

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.

2020 Housekeeping Highlights

Regular Housekeeping Services were provided to 144 at-risk older adults, in 2020, to allow them to remain independent in their homes.

In total, **we provided 2,188 ours of Housekeeping Services to at-risk seniors** living in Lorain County, to help them remain safely in their homes.

This program was heavily impacted by the pandemic due to social distancing concerns.

2020 Community Event Highlights



MUSIC, RAFFLES & REFRESHMENTS

*The SSO service area includes the townships of Brighton, Huntington, Penfield, Pittsfield, Rochester and Wellington and the Villages of Rochester and Wellington.

Brought to you by:



Friends of
Senior Citizens



Lorain County
Office on Aging

Friends of Senior Citizens (FOSC) is a Domestic, Non-profit Corporation that supports services, activities and independent living for senior residents in Southern Lorain County.
www.friendseniorties.com

“Caring Hearts” Concert

For the second year in a row, we were the fortunate beneficiary of the “Caring Hearts” concert series held at the Patricia Lindley Center for the Performing Arts, all proceeds benefitting the Lorain County Office on Aging’s Southern Satellite Office. This office provides home delivered meals, transportation to medical appointments and social work support services to older adult residents of Lorain County. This event took place in February of 2020, prior to the pandemic.

2020 COVID-19 Response Work

We were awarded funds from the COVID-19 Emergency Response Fund to do two things:

1) We were able to expand our home delivered meal service to the areas of Grafton, Eaton, Lagrange, Columbia and Carlisle to ensure these folks continued to get the needed meals during such a turbulent time. We are very fortunate that our partner, Neighborhood Alliance, was able to pick up this area long-term in the summer of 2020.

2) We were able to purchase items to create stay-at-home hygiene kits for clients. These kits consisted of shampoo, body wash, hand soap, hand sanitizer, masks, toothbrushes, toothpaste, deodorant, mouth wash, toilet paper, paper towels and household cleaner.

We expanded our food pantry delivery program to ensure older adults in need of food were able to gain access while staying safely at home during the pandemic. Staff delivered food bags and boxes during the duration of 2020.

We worked with local volunteers to make cloth masks for our staff, partners and clients and delivered them when needed.

COVID-19 Response Work (Cont)

We worked with local shopping resources to ensure that clients had access to the food and household items that they needed by connecting them with personal shoppers.

We received gift cards from Buckeye Health Plan and used them to make shopping purchases for our clients and deliver these needed items.

We worked with United Way and LCADA to pilot a grocery shopping transportation pilot for the senior shopping hours at local stores.

We worked with the Lorain Public Library System to identify isolated older adults to receive a tablet, internet access and library online content access to help alleviate social isolation due to the pandemic.

We worked with the Oberlin Center for the Arts to pilot a friendly phone call program using college students and socially isolated older adults.

We received CARES Act funds from Wellington Township to purchase stay-at-home kits that included household cleaning items, hand sanitizer, coffee mugs, warm blankets, slippers, hand held games, playing cards, jigsaw puzzles, puzzle books and snacks to keep clients busy during the long winter staying at home.

COVID-19 Response Work (Cont)

We worked with the Western Reserve Area Agency on Aging to distribute stay at home kits that included items such as household cleaners, masks, hand sanitizer, first aid kits, minor home repair items, smoke alarms, carbon monoxide detectors and a resource guide.

We implemented weekly wellness calls with our clients to ensure they were staying safe and had their needs met by family. If needs were identified we worked with our resources and partners to ensure the needs were met.

We provided accurate and up-to-date COVID-19 information and worked with Lorain County Public Health to address health-related needs throughout the year.

None of this would have been possible without the amazing staff at the Lorain County Office on Aging or our amazing partners in the community. Seeing all of us come together during the pandemic to ensure others were cared for and safe was a true honor!

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

INCOME	2020	2019
Support Income		
Government Grants		
Gov't Grants-City Funds	\$ 110,068	\$ 103,855
Gov't Grants- County Funds	\$ 42,948	\$ 35,647
Gov't Grants-Federal Funds	\$ 417,487	\$ 493,633
Gov't Grants-State Funds	\$ 3,487	\$ 3,481
Contributions In-Kind	\$ 118,752	\$ 118,761
Private Grants		
Private-Restricted Grants	\$ 102,209	\$ 72,705
Donations	\$ 67,724	\$ 82,432
Total Fundraising Events	\$ 00	\$ 12,339
Earned Income		
Senior Years-Advertising	\$ 53,025	\$ 94,201
Program Income	\$ 37,810	\$ 21,913
Dues	\$ 23,458	\$ 26,217
Other Income	\$ 30,942	\$ 9,825
TOTAL INCOME	\$ 1,007,910	\$ 1,075,009
EXPENSE		
Total Program Expense	\$ 682,760	\$ 705,029
In-Kind Expense	\$ 118,752	\$ 118,761
Total General & Admin Expense	\$ 141,801	\$ 166,746
TOTAL EXPENSE	\$ 943,313	\$ 990,536
NET ORDINARY INCOME	* \$ 64,957	\$ 84,473
 ASSETS	 12/31/2020	 12/31/2019
Operating Cash	\$ 40,919	\$ 19,369
Money Market	\$ 406,787	\$ 326,731
Accounts Receivable	\$ 55,381	\$ 50,782
Fixed Assets	\$ 29,875	\$ 37,381
Other Assets	\$ 16,105	\$ 33,910
Total Assets	* \$ 549,067	\$ 468,173

*AUDITED FINANCIALS

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 Ksiazek, MSW, LSW
Email: ksiazek@lcooa.org | Desk Phone: 440.326.4822

Lorain County Office on Aging
320 N Gateway Blvd, Second Floor, Elyria OH 44035

LORAIN COUNTY OFFICE ON AGING

Central Office
320 N. Gateway Boulevard
Second Floor
Elyria, OH 44035
(440) 326-4800

Northeast Satellite
4575 Lake Road
Sheffield Lake, OH 44054
(440) 949-8146

Southern Satellite
105 Maple Street
Wellington, OH 44090
(440) 647-0777

LORAIN COUNTY OFFICE ON AGING IS GENEROUSLY SUPPORTED BY:

Western Reserve Area Agency on Aging

Lorain County Board of Commissioners



Community Foundation
LORAIN COUNTY



Lorain County
Children Services

THE
NORD
Family Foundation

CITIES OF AVON AVON LAKE SHEFFIELD LAKE SHEFFIELD VILLAGE

Funded by the
"Townships of Brighton, Huntington, Penfield, Pittsfield and Wellington"



LORAIN-MEDINA
RE
RURAL ELECTRIC
COOPERATIVE



LCCAA
LORAIN COUNTY COMMUNITY ACTION AGENCY
Helping People. Changing Lives.



AND THE KINDNESS OF CIVIC & INDIVIDUAL DONORS

VINCENT J. STARK FOUNDATION