



*Lorain County
Office On Aging*

2021 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.

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A special thank you to the more than 225 dedicated volunteers who helped LCOOA provide services.

Administration

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Staff

Christine Anderson, RSVP Coordinator
Carolyn Rondon, Kitchen Coordinator
Lea Arcuri, LISW-S Kinship Group Facilitator
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
Kathryn Carpenter, Supportive Services/UCAN Case Manager
Diana Colley, Northeast Office Supervisor
Carol Garbash, Homemaker/Chore Scheduler
Paula Loos, ADRC/Information and Assistance
Stacy Pennell, LSW, ADRC/Benefits Assistance
Sarah Poling, LSW, SSO Outreach Coordinator
Ruth McManaway, SSO Office Coordinator
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Ralph Russini, RSVP Project Director
Sandra Scott, Administrative Assistant/Homemaker
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
Maribel Dominguez
Michelle Wade
Sharon Terry
Velma Kimbro
Jessica Brown

Welcome! Thank you for taking the time to read our 2021 Annual Report! In the following pages we have detailed each of our services and their impact on the community in 2021. 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 viewpoints. We celebrate and welcome it all!

2021 started and ended with continued challenges related to the COVID-19 pandemic. While the world waited patiently for a return to normal, LCOOA staff never stopped providing critical services to the older adults in Lorain County. From assistance with vaccination appointments to providing food security to providing emergency rent, mortgage and utility assistance, LCOOA staff continued the valiant effort to support the community that started in 2020.

None of the work we do would be possible without the dedicated staff, volunteers, private donors and funders who believe deeply in our mission to improve the health, well-being and independence of Lorain County older adult residents. Despite seemingly insurmountable obstacles, our team again showed the strength and resilience needed to ensure the safety, dignity and respect of those we are dedicated to serve.

With Deep Respect and Gratitude,

Linda S. Noelker, PhD
Board President

Lauren Ksiazek, MSW, LSW
Executive Director

2021 COVID-19 Response

- We were one of three partners who worked with Lorain County Public Health to arrange COVID-19 vaccination appointments for those over the age of 55.
- Before the advent of an online scheduling system, ArmorVax, staff at LCOOA maintained a list of those desiring a vaccine and would call them to provide the date, timeframe and location for them to receive their vaccine dose.
- Once ArmorVax was introduced, LCOOA provided scheduling over the phone for those that did not have access to a computer or email to ensure they still had access to a vaccine appointment if they wanted one.
- LCOOA also worked with Lorain County Public Health to make arrangements for in-home vaccinations for those unable to leave their homes for various reasons.
- LCOOA staff continued to provide emergency food assistance to those affected by the pandemic and also joined the United Community Assistance Network, powered by United Way of Greater Lorain County, to provide emergency rental, mortgage and utility assistance to older adults financially impacted by the COVID-19 pandemic.

2021 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
- Home Delivered Meals
- Senior Dining Program
- Senior Farmer Market Vouchers

Approximately **3,283** low-income individuals received some type of Food Pantry Assistance from the Lorain County Office on Aging.

The Office on Aging provided balanced, hot, nutritious meals to **602** 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, **47,126** hot, nutritious meals were provided by the Lorain County Office on Aging through the Home Delivered Meals and Senior Dining Programs.

435 low-income older adults living throughout Lorain County were provided with Farmers Market Vouchers, valued at **\$21,750** 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.

2021 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.



2021 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.



2021 ADRC Highlights

In 2021, ADRC services were provided to **1,678** Lorain County older and disabled adults. Of them:

- **1,439 referrals, follow-up and service assistance was provided to 966 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 227 aging & disabled Lorain County residents.**
- **485 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.

2021 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!

2021 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 **10,429 community service hours were provided through RSVP in 2021!!** 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.

2021 Kinship Highlights

In 2021, 25 families (and 82 children) received Kinship Program services.

2021 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.

2021 Support Service Highlights

312 at risk older adults living in Lorain County received supportive services in 2021. Approximately 504 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 **48** frail and isolated Lorain County aging residents. In 2021, **114** 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.

2021 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.

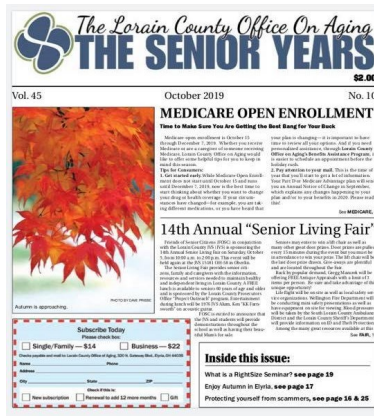
In 2021, we provided information to older adult groups, which included nutrition education, HEAP and other services Lorain County older adults are eligible to receive.

In 2021, we provided over \$4,930 dollars in HEAP assistance to clients.

2021 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 **7,200** 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.



2021 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.

2021 Housekeeping Highlights

Regular Housekeeping Services were provided to 94 at-risk older adults, in 2021, to allow them to remain independent in their homes.

In total, **we provided 1220 hours 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.

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

INCOME	2020	2021
Support Income		
Government Grants		
Gov't Grants-City Funds	\$ 110,068	\$ 109,220
Gov't Grants- County Funds	\$ 42,948	\$ 38,047
Gov't Grants-Federal Funds	\$ 417,487	\$ 438,921
Gov't Grants-State Funds	\$ 3,487	\$ 2,890
Contributions In-Kind	\$ 118,752	\$ 120,772
Private Grants		
Private-Restricted Grants	\$ 102,209	\$ 194,810
Donations	\$ 67,724	\$ 36,613
Total Fundraising Events	\$ 00	\$ 00
Earned Income		
Senior Years-Advertising	\$ 53,025	\$ 92,194
Program Income	\$ 37,810	\$ 21,687
Dues	\$ 23,458	\$ 22,401
Other Income	\$ 30,942	\$ 363
TOTAL INCOME	\$ 1,007,910	\$ 1,077,918
EXPENSE		
Total Program Expense	\$ 682,760	\$ 622,898
In-Kind Expense	\$ 118,752	\$ 120,772
Total General & Admin Expense	\$ 141,801	\$ 299,499
TOTAL EXPENSE	\$ 943,313	\$ 922,397
NET ORDINARY INCOME	* \$ 64,957	\$ 155,521
ASSETS	12/31/2020	12/31/2021
Operating Cash	\$ 40,919	\$ (5,310)
Money Market	\$ 406,787	\$ 482,254
Accounts Receivable	\$ 55,381	\$ 52,220
Fixed Assets	\$ 29,875	\$ 101,998
Other Assets	\$ 16,105	\$ 28,498
Total Assets	* \$ 549,067	\$ 659,660

*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:

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