



# Ashtabula County Senior Services Levy

2018 Annual Report



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## Letter from the Ashtabula Board of County Commissioners



**J.P. Ducro IV**



**Casey Kozlowski**



**Kathryn Whittington**

The Ashtabula County Board of Commissioners is pleased to provide this report of services and activities funded by the countywide Senior Services Levy during 2018.

The purpose of the 1-mill property tax levy is to fund services that help senior citizens remain in their homes as long as safely possible. In-home care, independence and wellness, protective services, transportation and special projects accomplish this goal. Administration of these funds, nearly \$1.8 million in 2018, is provided by Ashtabula Job & Family Services. Administration costs were only 3.4 percent of the total Senior Services Levy spending in 2018, ensuring that the vast majority of taxpayer funds go toward their intended purpose.

As you read the report, it outlines how the levy assists thousands of County seniors every year, but there are hidden benefits in these numbers as well. Many of our middle-aged residents are caretakers for elderly loved ones, often while parenting and grand-parenting, and being employed full-time. These responsibilities can place great stress on the finances, health and relationships within a family. Programs sponsored by the levy alleviate these pressures by providing assistance and services, thus strengthening family units and our residents' physical, emotional and mental health.

Concurrently, our service providers face the geographic challenges of our county, Ohio's largest, with 702 square miles of territory to cover. We appreciate the agencies funded by the levy, and thank their employees and volunteers who travel great distances to ensure our seniors have the socialization, food and home-care services they need, regardless of where they live.

As Baby Boomers move into their senior years, the Senior Services Levy will become even more important to the overall economic health of Ashtabula County. During the 2018 service year, persons 60 years and older accounted for 28 percent of Ashtabula County's population.

County voters have renewed the levy three times since originally passing it nearly 20 years ago.

It is our pleasure as commissioners to work with the ACJFS and the Senior Services Levy Advisory Board to ensure funds are efficiently spent on necessary and meaningful programs, even as demand for services continue to increase.

We are appreciative of the members of the Ashtabula County Senior Services Levy Advisory Board for the countless hours they spend advising us on the best use of levy dollars and we recognize and thank the efforts of the Executive Director and staff of Ashtabula County Job & Family Services, who efficiently administer these programs. As Commissioners, we pledge to continue to seek the best and most efficient use of these levy funds so our valued seniors can stay in their homes and remain active in their communities as resources of wisdom and inspiration.

## Letter from the Board Chair & the Executive Director

The Ashtabula County Senior Services Levy continues to show its purpose and effectiveness year after year. Through collaboration and partnership, we have created a platform that has enabled our seniors to maintain their independence and dignity with meaning and purpose.

Your levy is a community success! This is due in part to the many dedicated volunteers of the Senior Services Levy Advisory Board, the staff of Ashtabula Job & Family Services and our many service providers. Further, none of this would be possible without the support of our Board of County Commissioners as Grantee, nor you the voters that have passed the levy with overwhelming support time and time again!

The Senior Services Levy continues to provide essential services to our Ashtabula community of citizens, age 60 and over. Without the levy, hundreds of seniors would not receive crucial programs like: Home Delivered Meals, Transportation, Homemaker Services or Adult Protective Services. We as a community must remain dedicated to our local cause by continuing to provide the necessary support that is critical to meet and maintain health and wellness among our seniors.

On behalf of those we serve, the Ashtabula County Senior Levy Advisory Board and Ashtabula County Job & Family Services, we would like to thank you, the citizens of Ashtabula County, for your continued support and reinvestment in your Senior Services Levy. Your positive influence is felt through your overwhelming support at the polls, and ensures that these vital programs can continue to be received by some of our most vulnerable neighbors. Aging is universal; it is comforting to know these services are there for ourselves or our loved ones, if and when, needed.

With warm regards,

**Jerome R. Brockway, Board Chair**



**Patrick J. Arcaro, Executive Director**





**The Ashtabula County Senior Services Levy** is a five-year, one-mill property tax levy that generates approximately \$1.8 million per year. The levy provides funding for programs that enhance the well-being of Ashtabula County seniors. These programs are available in every township of the county and help residents age 60 and over maintain their health and remain in their homes. Spending of Senior Levy funds is determined by surveys, studies, Senior Levy Advisory Board member recommendations, and the needs of Ashtabula County Seniors.

Levy funds are distributed among four main categories:

1. In-Home Care
  - a. Chore
  - b. Home Delivered Meals
  - c. Homemaker
  - d. Personal Care
2. Transportation
3. Protective Services
4. Independence and Wellness
  - a. Prescription Assistance

**For more information call: 440-994-1240**

# The Senior Service Levy Advisory Board

Board members are volunteers who advise Ashtabula County Job & Family Services and the Board of County Commissioners in regard to the levy. These volunteers spend countless hours reviewing proposals, overseeing programs, providers, and expenditures; and educating residents on what the levy provides to the county. The Levy board faces many challenges with the continuing growth of the senior population. We witness this growth every year, which is why it is vital we continue providing these services to our community.



**Jerome R. Brockway Ph.D., Chair**~ Dr. Brockway earned both his Bachelor and Master degrees from Bowling Green State University, and his Ph.D. from The Ohio State University. Dr. Brockway is currently the Superintendent of A-Tech Ashtabula County Technical & Career Campus.

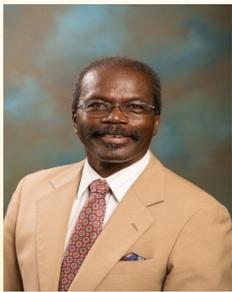
**Michelle Thomas, Vice-Chair**~ As a lifelong resident of Ashtabula County, Michelle is a Licensed Social Worker and Nursing Home Administrator. She has committed her career to the advocacy and care of our area senior citizens both in the community and those that reside in Nursing Homes. Michelle graduated from Bowling Green State University with a Bachelor of Science in Gerontology.



**Patrick J. Arcaro, Ex-Officio**~ Mr. Arcaro received his Bachelor's degree in Political Science from Gannon University and earned a Master's degree in Public Administration from Cleveland State University. He has served as Executive Director of Ashtabula County Job & Family Services since 2004.

# The 2018 Senior Levy Advisory Board

**Debra Boyle** ~ Ms. Boyle has been with Capital Health Home Care for six years and is currently the Administrator. Debra has been a Registered Nurse for forty one years. Her background includes Medical/Surgical, ICU/ER, case management, discharge planning, risk management, outpatient hematology, oncology, and hospice. She has learned so much from each chapter of her nursing career and treasures each memory.



**Rev. Neroy Carter**~ Reverend Carter received his Bachelor's of Theology in Apostolic Studies from Apostolic Bible Institute, St. Paul, Minnesota. He is pastor emeritus of New Hope Pentecostal Church and Executive Director of Ridgeview Terrace and Terra Quest, Ashtabula, Ohio. He also serves on the boards of: Ashtabula County Medical Center, (Past Chairman) and presently chair of the Quality committee and a member of the ethics Committee, Hospice of the Western Reserve, and the Ashtabula Salvation Army.

**Joyce Crease** ~ Joyce Crease retired from Saybrook Township after over twenty years of service. She began her work as a secretary, became the office manager and then the Fiscal Officer. Ms. Crease is committed to the Levy and providing the needed services for the County. She is excited to be part of a group who insures seniors in Ashtabula County receive the very best services meeting their personal needs.



**Paul Fuller**~ Mr. Fuller obtained a Bachelor's Degree from Gannon University and a Master of Public Administration from Cleveland State University. Before retiring in 2004, Mr. Fuller was Executive Director of Ashtabula County Job & Family Services.

# The 2018 Senior Levy Advisory Board

**Susan E. Hill~** Mrs. Hill obtained an MA in English at Marietta College and an M.S.L.S. in Library Sciences at CWRU. She spent thirty years as a Medical Librarian at Cleveland Health Sciences Library at Case Western Reserve University, retired from CWRU and went to become the Andover Public Library Director in 2008. Ms. Hill has taught National Library of Medicine cataloging at CWRU School of Library Science and as well as Continuing Education classes for the Medical Library Association. She has served on the Board of Henderson Memorial Public Library before joining Andover P.L. Ms. Hill is currently serving as President of the Ashtabula County Historical Society.



**Sandy John~** Sandy John grew up in Fairview Park, Ohio, and started teaching at a wonderful inner city school called Urban Community School in 1970. A Masters Degree in Counseling was earned in 1987 and a part of her school career in the Pymatuning Valley Local Schools was spent in the Counseling Department. Sandy has been active in the community, joining community service groups and social organizations. She retired from full time work in 2008 and worked part-time in the Ashtabula Area City Schools from 2008-2012 in the English As a Second Language Program. A special interest since 2010 has been overseeing the Andover Community Pantry and food bank.



**Randy Jones~** Mr. Jones is a graduate of Edinboro University. Randy Jones served as the Executive Director for the United Way of Ashtabula County for twenty six years. He served on the board of the Ashtabula Arts Center and on the Conneaut Wild & Scenic River Advisory Council and has served in many other roles including treasurer of the Buckeye Local Schools levy committee.



**Mary Pepperney~** Mary Pepperney earned her Master's degree from Loyola University, New Orleans, holds a Graduate Certificate in Clinical Bioethics from Cleveland State University and is a licensed social worker that has spent thirty-five years working in the field of hospice, end of life care and grief counseling. Mrs. Pepperney has served as Community Facility Coordinator at Hospice of the Western Reserve in Ashtabula County for nine years.



# The 2018 Senior Levy Advisory Board

**Mary Runyan** ~ Ms. Runyan attended Baldwin-Wallace University and Fairview Park Hospital. Mary spent forty-six years as a registered nurse. Mary was the Director of Nursing at the Ashtabula County Medical Center. She also is the current organist /choir director for Ashtabula First United Methodist Church. Ms. Runyan has served on the Ashtabula Choral Society Board for twenty-five years.



**Virginia Walker**~ Virginia Walker retired from Ashtabula County Job & Family Services in 2014. As Program Administrator, she had worked with many programs to benefit families and seniors in the community. She attended Lakeland Community College and is currently on the Board of Directors for Ashtabula County Residential Services Corporation.

**Jane Wallace** ~ Ms. Wallace did her undergrad studies at Kent State returning to the area and then working at Children Services for 34 years retiring at the end of 2012. She developed a training program for treatment foster families as well as facilitated other necessary therapeutic services within our county. Ms. Wallace also works as a clinical social worker at local nursing homes. In this role she receives referrals from staff and completes assessments of patients, develop treatment plans and then provide the necessary counseling. Jane also volunteers for Faith In Action Caregivers providing transportation to appointments locally and out of county. Her awareness of the needs of senior citizens has increased as a result of being a volunteer for this age group.



**Pam Zack**~ Mrs. Zack is the current owner/President of Rapid Photo. She has 43 years' experience in the photo industry, 28 as owner. Pam is a lifelong resident of Ashtabula County, now residing in Jefferson Township for the past 39 years. She was former Board President of the Geneva Community Center.

**Camille Zalar** ~Camille Zalar is a U.S. Navy Veteran, who served aboard the USS Shenandoah during the Gulf War . Camille earned her masters degree in health administration from Ohio University in 2017 and a bachelor degree in nursing from Kent State University Ashtabula in 2011. She has spent the last 15 years in behavioral health, and is currently the Director of Nursing at Glenbeigh, in Rock Creek. A member of the Ohio Nurse Association where she recently served as a delegate at the 2017 Convention, and a member of the International Nurses Society on Addictions.



# Areas of Programming

## In-Home Care

In-Home Care programs were created to allow those persons age 60 or older to remain independent and in their homes. The programs provide home delivered meals, personal care, chore, and homemaker services. This type of in-home assistance provides an alternative to institutional care for the frail or homebound, as well as, person-to-person interaction.

### Chore

Ashtabula County Council on Aging, Conneaut Human Resources Center, and Country Neighbor Program, Inc. offer Chore services to seniors. This service is designed to improve, restore, and maintain a clean and safe living environment through the performance of minor household repairs that are beyond the senior's capability. This service offers seniors assistance while still allowing them to maintain a sense of self sufficiency. The total hours of Chore provided in 2018 were **1,338**.

### Homemaker

Ashtabula County Community Action Agency, Conneaut Human Resources Center and Country Neighbor Program, Inc. provided Homemaker services through the levy. The Homemaker program provides supportive daily living services to seniors enabling them to continue living independently in a safe, clean and healthy environment. This program assists the senior with housecleaning, laundry, meal planning, kitchen care, and other simple homemaking tasks. The total hours of Homemaker provided in 2018 were **8,910**.

### Home Delivered Meals

Ashtabula County Community Action Agency and Country Neighbor Program, Inc. provide meals made at their own facilities to the Ashtabula County seniors. The meals are available to seniors in every Township of Ashtabula County. This program consists of services or activities designed to prepare and deliver one or more hot meals a day to an individual's residence. This service helps to prevent institutionalization, malnutrition and isolation, therefore allowing seniors to remain in their home. Eligible participants must be age 60 or older, or a spouse of an eligible participant, and reside in Ashtabula County. The total amount of Home Delivered Meals provided in 2018 were **63,781**.

### Personal Care

Ashtabula Regional Home Health and Country Neighbor Program, Inc. were the Senior Levy providers in 2018. The personal care program provides basic health maintenance and/or personal hygiene assistance to individuals in their homes who are unable to manage these tasks on their own. This care assists seniors in their Activities of Daily Living (ADL's) and Instrumental Activities of Daily Living (IADL's) but not at the level provided in a nursing home. This program includes, but is not limited to, trained paramedical care, bedside nursing therapy (i.e. occupational, physical, or speech), and personal hygiene which may include using the tub, shower, and partial bath techniques. The total hours of Personal Care provided in 2018 were **5,870**.

# Independence and Wellness

The Independence and Wellness portion of the Senior Services Levy has enhanced the quality of life for seniors by preventing isolation and improving health. The levy does this by offering opportunities for socialization in senior centers and providing information that meets the needs of the aging community.

## **Senior Centers**

The Senior Levy funds several senior centers or their services within the county through the following providers: Ashtabula County Community Action Agency, Ashtabula County Council on Aging, Conneaut Human Resource Center, Country Neighbor Program, Inc., and Geneva Area Seniors Corporation. Programs provided at senior centers encourage the health and wellness of older adults by providing opportunities to participate in an educational class, learn a new craft or hobby, play BINGO and be a part of a community. These programs offer seniors a place to gather that supports social independence and prevents isolation. This gives the seniors a sense of security and purpose. The total hours provided at senior centers in 2018 were **13,521**.

## **Information and Referral**

Funds also provide the “Information and Referral” services through Ashtabula County Community Action Agency’s 2-1-1 call center. By calling 2-1-1, seniors can obtain free information about any social, health and human service programs and resources available in Ashtabula County. Over the years, 2-1-1 has provided a valuable service that has resulted in positive outcomes and customer satisfaction. The senior citizens of Ashtabula County are being helped and greatly appreciate the programs’ guidance and support. The total calls for this service in 2018 were **630**.

## **Prescription Assistance for Seniors**

Since 2000 the Prescription Assistance Program (PAS) has offered seniors the help and support needed with obtaining low or no cost prescriptions. Originally, the program was created to assist residents ages 60 and older to gain access to prescription drug assistance programs offered by pharmaceutical manufacturers. However, since Medicare Part D has gone into effect, caseworkers have assisted seniors with the often confusing paperwork associated with Medicare Part D. During the lifetime of the Levy, the program has saved area seniors millions of dollars in prescription costs. Caseworkers are available for seniors to explore options available through this program at local senior centers.

## **Congregate Meals**

In 2016, congregate meals became a part of the newly opened Andover Senior Center. The purpose of including meals was to ensure that seniors visiting the center would have access to a meal while they are engaging in the various offerings at the center. What began as a pilot program has blossomed into a verified need that represents the overall objectives of the levy. The total amount of Congregate Meals provided in 2018 were **3,211**.

# Protective Services

Elder abuse can occur anywhere; there are no socioeconomic boundaries. Every year senior citizens find themselves the target of abuse, neglect, or exploitation often at the hands of those they trust the most. More seniors find themselves no longer able to provide for their own basic needs due to health or other issues. According to the National Center on Elder Abuse (NCEA), one in ten older persons may experience some type of abuse, but only one in five cases is reported.

Ashtabula County Job & Family Services' (ACJFS) Adult Protective Services (APS) unit helps protect the well-being of the citizens of Ashtabula County by investigating allegations of abuse, neglect, or exploitation of community members ages 60 and older. Ohio law mandates this investigation. During the period of July 1, 2017 – June 30, 2018 ACJFS received approximately **298** reports of abuse.

## **Guardianship/Payeeship**

Catholic Charities of Ashtabula County provides assistance to those receiving funds from the Social Security Administration who are unable to manage their income. The Payee administers the funds received on behalf of the beneficiary and allocates funds for shelter, clothes, food, medical care, and personal comfort. Total Payeeship hours provided in 2018 were **433**.

Guardianship, provided by Catholic Charities of Ashtabula County, helps to protect the most vulnerable members of society. Through legal arrangements, this program ensures that a senior citizens' physical, emotional, and financial needs are met. Total Guardianship hours provided in 2018 were **431**.

# Transportation

Ashtabula County encompasses over 702 square miles; it is geographically the largest county in the state of Ohio. Due to its size and rural nature, transportation continues to be a challenge for its aging population. Our seniors may not be able to drive due to medical issues, limited resources, or lack of family living in close proximity.

Ashtabula County Seniors are able to access transportation to medical appointments, work, and social events through funding provided by Ashtabula County Senior Services Levy. The majority of rides provided in 2018 have been for medical appointments both in and out of Ashtabula County.

There are a variety of transportation services and options offered from the following providers: Ashtabula County Transportation System (ACTS), Country Neighbor Program, Inc. The total miles provided to seniors under the levy in 2018 were **240,647**.

**Thank you to our community partners for their continued dedication to providing these valuable services:**

**Ashtabula County Community Action Agency .....Home Delivered Meals; Independence & Wellness; Information & Referral (211); Homemaker**

**Ashtabula County Council on Aging.....Chore; Independence & Wellness**

**Ashtabula County Job & Family Services.....Adult Protective Services**

**Ashtabula County Transportation System.....Transportation**

**Ashtabula Regional Home Health Services.....Personal Care**

**Catholic Charities of Ashtabula County.....Senior Protective Services; Guardianship & Payeeship**

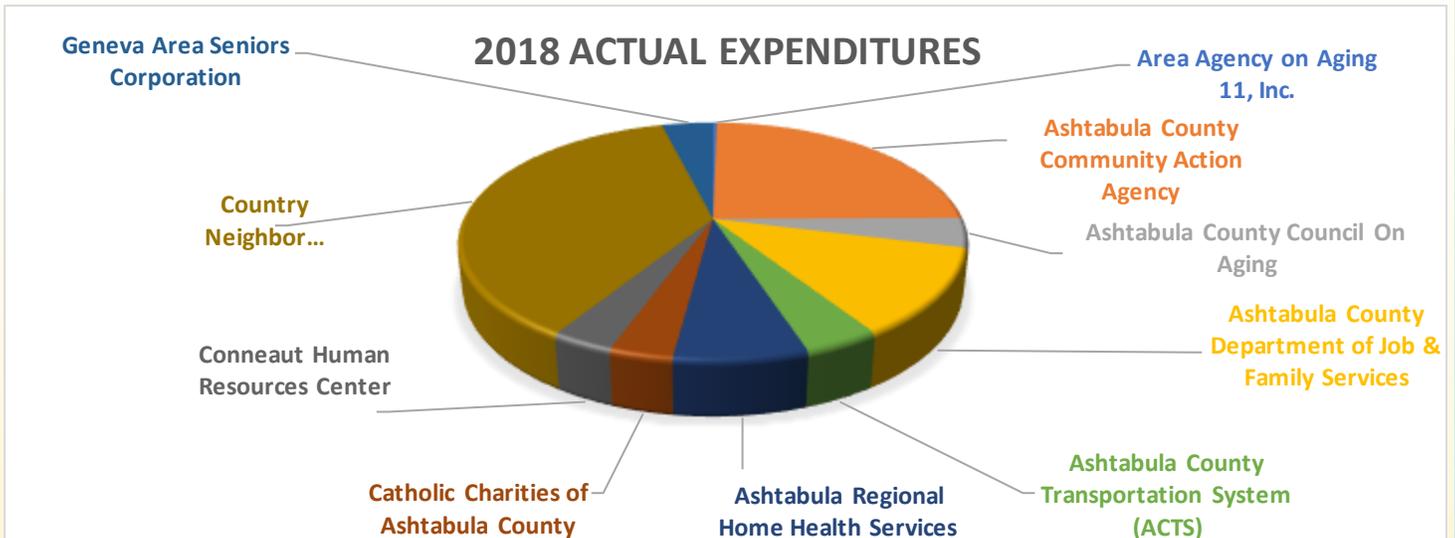
**Conneaut Human Resource Center.....Chore; Homemaker; Independence & Wellness**

**Country Neighbor Program, Inc.....Chore; Independence & Wellness; Home Delivered Meals; Homemaker; Personal Care & Transportation**

**Geneva Area Seniors Corporation.....Independence & Wellness**

## 2018 Actual Expenditures

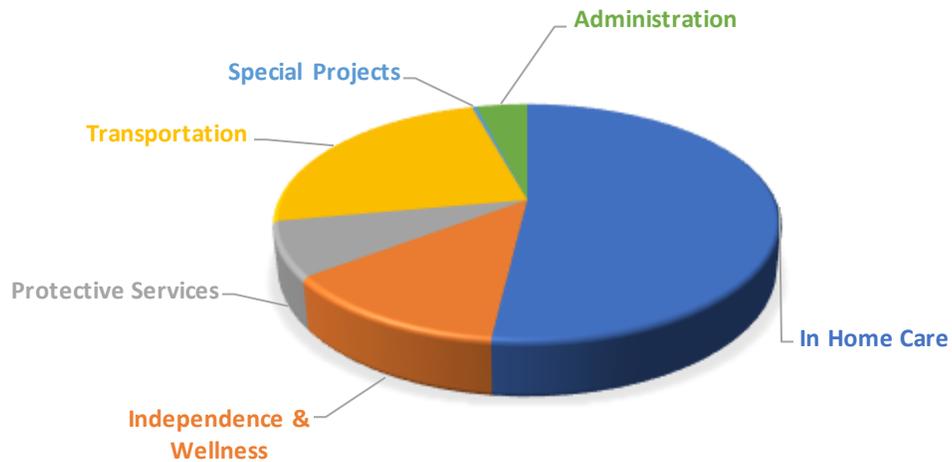
(The financial information presented provides a picture of the level of funding allocated amongst the providers for programs funded under the Levy.)



Area Agency on Aging 11, Inc.	\$ 5,000.00
Ashtabula County Community Action Agency	\$ 428,161.59
Ashtabula County Council On Aging	\$ 70,076.91
Ashtabula County Job & Family Services (Adult Protective Services, Administration, and Transit Coordinator)	\$ 208,023.03
Ashtabula County Transportation System (ACTS)	\$ 71,572.80
Ashtabula Regional Home Health Services	\$ 125,637.27
Catholic Charities of Ashtabula County	\$ 59,728.90
Conneaut Human Resources Center	\$ 59,015.00
Country Neighbor Program, Inc.	\$ 647,534.10
Geneva Area Seniors Corporation	\$ 68,300.46
<b>Total</b>	<b>\$ 1,743,050.06</b>

# Funding Summary by Program

## FUNDING SUMMARY BY PROGRAM



### In Home Care:

◆ Home Delivered Meals	\$ 508,083.81
◆ Personal Care	\$ 174,053.83
◆ Homemaker	\$ 196,591.54
◆ Chore	\$ 25,711.91

In Home Care total:	\$904,441.09
Independence & Wellness	\$222,710.89
Protective Services	\$130,166.28
Transportation	\$411,633.89
Special Projects	\$6,000.00
Administration	\$68,097.91
<b>Total expenses of all Programs</b>	<b>\$1,743,050.06</b>



# **The Senior Levy is Administered by:**

**Ashtabula County Job & Family Services**

**Patrick J. Arcaro, Executive Director**

**2924 Donahoe Drive**

**Ashtabula, Ohio 44004**

**440-998-1110**

**Toll Free 1-800-935-0242**

~

**Board of County Commissioners, Grantee:**

**J.P. Ducro IV**

**Casey Kozlowski**

**Kathryn Whittington**

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