



A Community Partnership

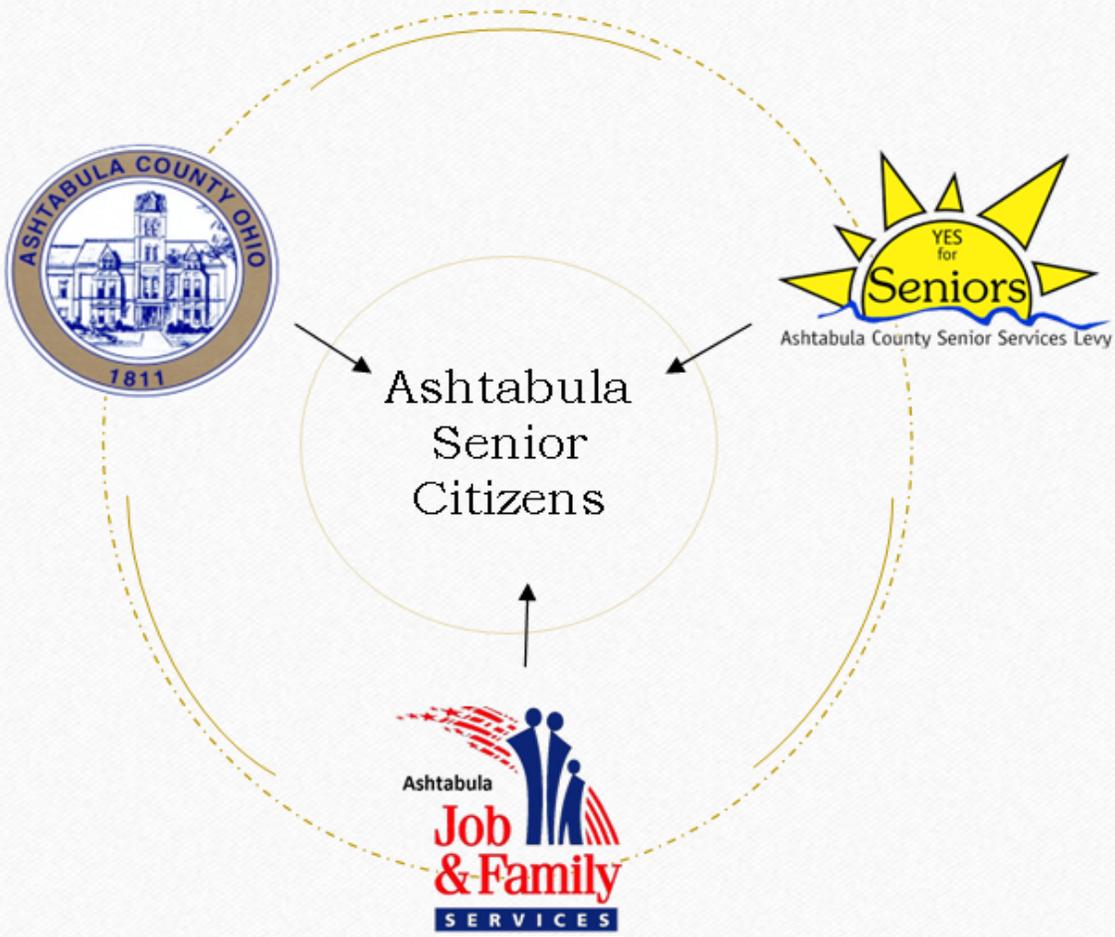
Ashtabula County Senior Services Levy



2015 Annual Report

Celebrating 15 years

...of successfully partnering with the community to bring you a community sustained program.



Thank you!

2015 Annual Report

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Letter from the Ashtabula Board of County Commissioners



Dan Claypool

The Ashtabula County Board of Commissioners is pleased to provide the 2015 Annual Report of the accomplishments made possible through the Ashtabula County Senior Services Levy. The primary goal of the Senior Services Levy is to help senior citizens remain in their own homes as long as is safely possible. To achieve this goal, the 1 mill Senior Levy creates funding necessary to provide a number of programs and services that assist seniors in various ways. During the past 15 years, programs have been initiated or maintained with many seniors benefiting from one or more services.

As you review our annual report, you will find detailed information about our clients, services and spending. Not only does Senior Services enhance the lives of seniors, but it also benefits thousands of Ashtabula County residents who are caring for older loved ones while also working and raising children. The program supplements the work of family caregivers and helps spouses stay together despite disabilities that might otherwise force them to live apart.

In these challenging financial times, it is difficult to meet the growing needs of Ashtabula County's senior citizen population. The investment made by the voters of Ashtabula County ensures the continuation of invaluable programs that enable our seniors to remain independent and continue living in their homes longer. As we progress into the 16th year of the Senior Services Levy and our population ages, we have seen the need for Senior Services programs begin to climb. According to the 2010 U.S. Census, 21.8% of Ashtabula County's population is age 60 and older.



Peggy Carlo, President

The services would not be possible without the support of the voters and taxpayers of Ashtabula County who have passed a one-mill property tax levy so that services to county residents age 60 and over may continue to be easily accessible. We are grateful to the members of the Ashtabula County Senior Services Levy Advisory Board for the countless hours they have spent attending meetings and advising us regarding the best use of levy dollars. We recognize and appreciate the efforts of the Executive Director and staff of the Department of Job and Family Services who diligently strive to efficiently administer these programs to the community. As Commissioners, we pledge to continue to provide high quality care with careful stewardship of the community's tax dollars.



Casey Kozlowski

Letter from the Board Chair & the Executive Director

2015 was an important year for your Senior Services Levy as voters agreed to replace the old levy with a more modern one, bringing its valuation up to the present day. With its passing, the newly generated levy dollars has allowed us to provide more service and work toward eliminating wait lists. You, the voter, exhibited an overwhelming sense of commitment to our community by voting to continue to provide for our senior citizens well-being. Your levy is a continued success because you made it happen.

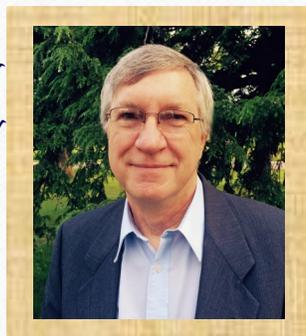
Since the levy's inception in 2000, the provision of quality services has allowed many senior citizens to age in place. Services such as meals, cleaning, the minor repair of homes, personal care needs, rides to critical appointments and activities geared toward social interaction, have all contributed to the health and vitality of this priceless population.

We also attribute the levy's success to the dedicated volunteers of the Senior Services Levy Advisory Board who have contributed hundreds of hours to oversee the levy's programs, providers and expenditures. Additionally, the Levy enjoys the support of outstanding local businesses and human service organizations and their employees; the Senior Centers in Ashtabula, Conneaut, Geneva and Orwell; and the expertise of a committed Job & Family Services staff.

Our Nation's economy continues to fluctuate, however we as a community have remained dedicated to our cause. We watch our senior population grow with each passing year, and for this reason, it is paramount that we continue to provide the necessary services that our community needs.

On behalf of those we serve, and on behalf of your Board of County Commissioners, we'd like to thank the citizens of Ashtabula County for your continued support and investment in your Senior Services Levy. Your vote keeps these vital programs from ending, which would thus, leave many of our neighbors without viable options to receive much needed care . . . care that may not have otherwise been available.

It feels good to know that we have created a community partnership, which with your continued support, can last a lifetime . . . after all, aging is universal.



*Randy Jones
Chair*



*Patrick Arcaro
Executive Director*

Respectfully,

Randy Jones and Patrick Arcaro

Your levy has been working for you. . .

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 deliver assistance to residents age 60 and over. Some of the services provided support area seniors with overall health and wellness, transportation needs, as well as providing avenues for social outlets. The spending of Senior Levy funds has been determined through surveys, studies, recommendations by the Senior Levy Advisory Board, and the growing needs of Ashtabula County seniors. The program categories funded by the Senior Services Levy are:

- ❧ In Home Care*
- ❧ Education & Wellness*
- ❧ Protective Services*
- ❧ Transportation*

For the last fifteen years, the Senior Levy has diligently offered services and programs throughout Ashtabula County, meeting the basic needs of seniors. In 2015, the Senior Levy began providing congregate meals at the senior centers. The addition of meals at the centers will ensure that a senior participating in a social or an enhancement activity are still properly cared for. This falls in line with providing resources to the seniors to keep them independent and living at home. We take pride in the knowledge that every township, city, and village in our county has seniors who have benefited from one or more levy funded programs.

The Ashtabula County Department of Job & Family Services administers the funds collected from the levy on behalf of the Ashtabula Board of County Commissioners.

Introduction to the Senior Services Levy Advisory Board

Since the inception of the Senior Services Levy in 2000, the Ashtabula Board of County Commissioners has consistently assembled a list of reliable, senior focused residents and leaders to be the advocates and the advisors for the levy. These members are all volunteers and represent a wide geographical area of Ashtabula County. The advisors serve three-year terms and can serve up to three terms.

Board members act to advise the Ashtabula County Department of Job & Family Services and the Board of Commissioners in the development and coordination of the programs and services for seniors 60 and over in Ashtabula County. The hours spent advising, qualifying providers, reviewing proposals and educating the residents about the benefits of the levy are innumerable. All of this is an effort to ensure that the community partnership between the Commissioners, the Administrators, the Levy Advisors and you, the community, are fully represented. As a result of the combined efforts, the programs and services provided under the levy's funding, has been a monumental success.



***Randy Jones, Chair** ~ Mr. Jones is a graduate of Edinboro University. He is presently the Executive Director for the United Way of Ashtabula County. He is currently 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.*



***Michelle Thompson, Co-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.*

The 2015 Senior Levy Advisory Board



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 the Ashtabula County Department of Job & Family Services since 2004.



Jerome R. Brockway Ph.D., ~ 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.



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.



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 the Ashtabula County Department of Job & Family Services.



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 on the Access Board of Ashtabula County and the Board of the Pymatuning Area Chamber of Commerce, in addition to the Senior Levy Board.



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. These are truly community efforts which enrich the Andover community greatly. She looks forward to working with others on the Senior Services Levy Board.

The 2015 Senior Levy Advisory Board

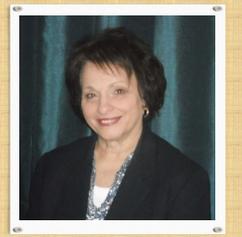
Rosemary A. Mead ~ Mrs. Mead is retired from the Ashtabula County Medical Center where she served as an Administrative Assistant to the CEO for sixteen years. She attended K.S.U. majoring in social studies and is an Ohio Certified Ombudsman for long-term care residents. She was coordinator of the county's first Family Council at the ACNH for ten years and assisted the Frank Nappi Foundation in implementing the county's first kidney dialysis center. She presents musical programs to long-term care residents in several area nursing homes, teaches piano and volunteers at ACMC. She is a member of Our Lady of Peace Parish, was married to the late Richard Mead for 49 years and has two sons and two grandsons.



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.



Virginia Walker ~ Virginia Walker retired from Ashtabula County Department of Job and 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.



Patricia Weston-Hall, CEO Glenbeigh ~ Ms. Weston-Hall has a Bachelor of Arts Degree from Ohio University and a Master's Degree in Social Work Administration from Case Western Reserve University. She has been with Glenbeigh, an affiliate of the Cleveland Clinic, for 32 years.



Pam Zack ~ Mrs. Zack is the current owner/President of Rapid Photo. She has 39 years' experience in the photo industry, 24 as owner. Pam is a lifelong resident of Ashtabula County, now residing in Jefferson Township for the past 35 years. She was former Board President of the Geneva Community Center.



The Ashtabula County Senior Services 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, as well as chore and homemaker services. This type of in-home assistance provides an alternative to institutional care for the frail or the 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 2015 was **1,089***

Homemaker

*Comfort Keeper's and Country Neighbor Program, Inc. provides 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 2015 was **9,228***

Home Delivered Meals

*Ashtabula County Community Action Agency, the Conneaut Human Resource Center, and the Country Neighbor Program, Inc. provides 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 2015 was **55,181***

Personal Care

*Ashtabula Regional Home Health and the Country Neighbor Program, Inc. were the Senior Levy providers in 2015. 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 2015 was **5,312***

Education and Wellness

The Education and Wellness portion of the Senior Services Levy has enhanced the quality of life of seniors by preventing isolation and improving health 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 throughout the county through the following providers: Ashtabula County Community Action Agency, Ashtabula County Council on Aging, the Conneaut Human Resource Center, the Country Neighbor Program, Inc., and the 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 2015 was **9,732**

Information and Referral

Funds also provide for "Information and Referral" services through the 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 2015 was **611**

Prescription Assistance for Seniors

Since 2000 the Prescription Assistance Program (PAS) has been offering 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 in prescription costs. Caseworkers are available for seniors to explore options available through this program.

Congregate Meals

In 2015, 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 pursuing the various offerings at the center. What began as a pilot program has blossomed into a verified need that lines up with the overall objectives of the levy.

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.

The Ashtabula County Department of Job and Family Services' (ACDJFS) 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, 2014 – June 30, 2015 ACDJFS received approximately 316 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 allots funds for shelter, clothes, food, medical care, and personal comfort. Total Payeeship hours provided in 2015 was 370.

Guardianship, provided by Catholic Charities of Ashtabula County, helps to protect the most vulnerable members of society. Through legal arrangements, this program ensures that the senior citizens' physical, emotional, and financial needs are met. Total Guardianship hours provided in 2015 was 449.

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 throughout the county through funding provided by the Ashtabula County Senior Services Levy. The majority of rides provided in 2013 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. and Faith in Action Volunteer Caregivers. The total miles provided to seniors under the levy in 2015 was 132,461.

Thank you to the following agencies for their continued support in providing these valuable services:

*Ashtabula County Community Action Agency Home Delivered Meals & Information & Referral
(211)*

Ashtabula County Council on Aging Chore & Education & Wellness

Ashtabula Regional Home Health Services Personal Care

Catholic Charities of Ashtabula County Senior Protective Services: Guardianship & Payeeship

Comfort Keepers Homemaker

Conneaut Human Resource Center Chore, Homemaker & Education & Wellness

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

Faith in Action Senior Volunteer Transportation

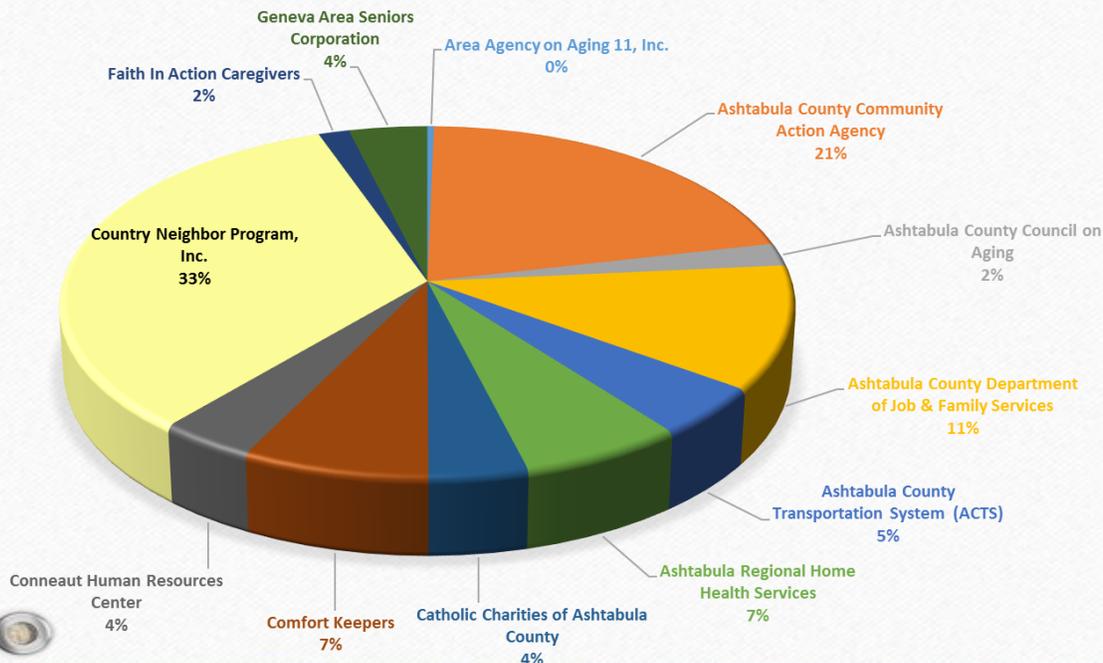
Geneva Area Seniors Corporation Education & Wellness

The 2015 expenditures of the Ashtabula County Senior Services Levy

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 | \$ 320,792.75 |
| Ashtabula County Council on Aging | \$ 31,822.50 |
| Ashtabula County Department of Job & Family Services (Adult Protective Services, Administration, and Transit Coordinator) | \$ 173,469.87 |
| Ashtabula County Transportation System (ACTS) | \$ 70,198.44 |
| Ashtabula Regional Home Health Services | \$ 98,698.56 |
| Catholic Charities of Ashtabula County | \$ 59,728.90 |
| Comfort Keepers | \$ 113,077.88 |
| Conneaut Human Resources Center | \$ 58,389.00 |
| Country Neighbor Program, Inc. | \$ 507,717.38 |
| Faith In Action Caregivers | \$ 23,068.73 |
| Geneva Area Seniors Corporation | \$ 58,906.04 |
| Total | \$ 1,520,870.05 |

2015 SENIOR SERVICES LEVY FUNDING BY PROVIDER



Senior Services Levy Funding Summary by Program for 2015

In Home Care

| | |
|------------------------|---------------|
| ◆ Home Delivered Meals | \$ 453,415.58 |
| ◆ Personal Care | \$ 135,695.50 |
| ◆ Homemaker | \$ 188,657.08 |
| ◆ Chore | \$ 19,945.00 |

In Home Care total: **\$ 797,713.16**

Education & Wellness **\$ 150,820.57**

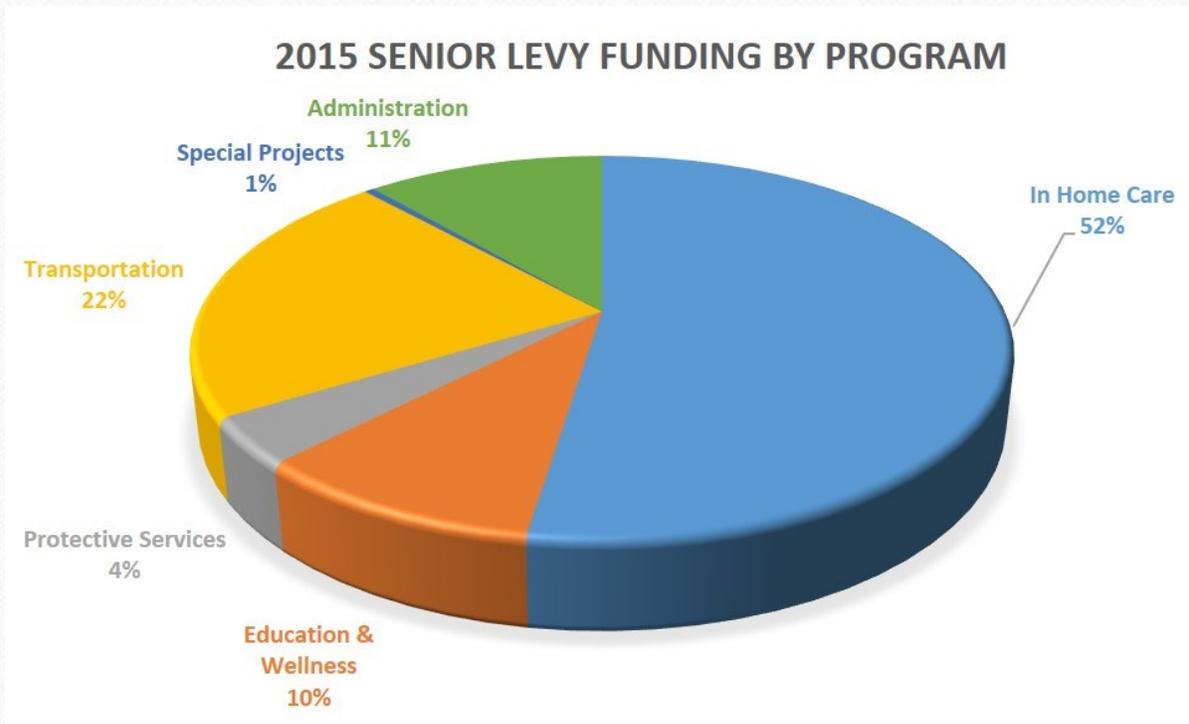
Protective Services **\$ 59,728.90**

Transportation **\$ 334,134.55**

Special Projects **\$ 6,883.76**

Administration **\$ 71,589.11**

Total of all Programs **\$ 1,520,870.05**



Ashtabula Board of County Commissioners:



Peggy Carlo, President

Dan R. Claypool

Casey Kozlowski



Ashtabula
COUNTY, OHIO

Where great things happen.



The Senior Levy is Administered by:

Ashtabula County Department of Job & Family Services

Patrick J. Arcaro, Executive Director

2924 Donahoe Drive

Ashtabula, Ohio 44004



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