

Ashtabula County Senior Services Levy Annual Report

For Program Year
April 1, 2003 – March 31, 2004



Table of Contents

Letter from the Director	2
Ashtabula County Commissioners.....	3
Ashtabula County Senior Services Levy Advisory Board.....	4
About the Ashtabula County Department of Job and Family Services	4
Prescription Assistance for Seniors	5
In-Home Care:	
Home Delivered Meals	6
Personal Care	7
Chore-Homemaker.....	7
Transportation.....	8
Protective Services.....	9
Education and Wellness.....	10 & 11
Contract Table.....	12
Ashtabula County Map	13

Ashtabula County Department of Job & Family Services



*Patrick J. Arcaro, Executive Director
Sandra Fletcher, Program Administrator*

*2924 Donahoe Drive
P.O. Box 1650
Ashtabula, Ohio
44005-1650*

Letter from the Director

During times of economic stress and hardship, those most vulnerable sometimes get left behind. In March 2000, Ashtabula County voters passed the Senior Services Levy to help avert the negative impact our struggling economy could have on area seniors. In the following pages, this annual report will highlight with facts & figures, the **positive effect** this levy has had on the lives of Ashtabula County Seniors and their families.



When a committee was formed to explore the needs of area seniors, one of the questions asked was, "What type of services do seniors need most?" The question was not easily answered, but provided a starting point for what ended up being a county-wide needs assessment survey. Through this survey, the committee was able to pinpoint areas of need that families felt were of their greatest concern. Ashtabula County also needed to enhance and expand vital services already in place. Home Delivered Meals, Chore-Homemaker and Personal Care, are among just a few. Families also wanted to make sure that Ashtabula County's aging population would have increased opportunities for socialization with peers to help alleviate loneliness and isolation. The tremendously successful Prescription Assistance for Seniors (PAS) program was developed in response to the needs identified through the survey – and made available through this levy.

Seniors across Ashtabula County receive help each day from services paid for by the Senior Services Levy. Savings on prescription drugs; rides to medical appointments; snow removal in the winter; and minor home repair - are all part of what the Senior citizens of Ashtabula County can expect from, and are made possible by, this levy.

In closing, young and old alike would assuredly choose to stay in their own home. This levy enables that. It also promotes the dignity and independence we all want and deserve. These services are vital to our community ... one day we all may need some, if not all of them.

We are proud of the success of the Senior Levy and hope we can continue to garner community support for its existence.

Thank you,
Patrick J. Arcaro

Ashtabula County Board of Commissioners

We are pleased to present this overview and report of the April 2003 through March 2004 program year of the Ashtabula County Senior Services Levy. As overseers of local tax revenue, we have been impressed with both the quality and quantity of services that have been made available to Ashtabula County Seniors due to levy funding.

The Ashtabula County Senior Services Levy provides funds for programs in five main categories, In-Home Care, Prescription Assistance, Transportation, Protective Services, and Education and Wellness. The accomplishments made possible through levy funding reached an even higher level than in previous years. The most notable accomplishments include:

- The addition of contracts under Education and Wellness which include Senior Nutrition Programs and Consumer Credit and Housing Counseling. These programs are designed with the unique needs of seniors in mind and are administered by staff who are trained to be sensitive and attentive to senior needs.
- The continued success of the Prescription Assistance for Seniors Program. During the last program year even more seniors accessed the services of the six provider agencies, saving over \$3 million in prescription costs.
- The addition of a Prescription Assistance for Seniors caseworker to work from Geneva with Geneva area seniors through an agreement with Ashtabula County Council on Aging.
- The provision of local matching funds to help purchase four more vehicles for use in senior transportation programs.
- The establishment of the Handyman program with Ashtabula County Council on Aging. This service provides minor home repairs that help enable seniors to stay in their own homes and to maintain a safe and secure environment.

This annual report challenges us to focus on how important it is to respond to changes within our society, especially those changes that impact the strength and stability of families right here in Ashtabula County. It is our hope that this report will provide the impetus to work toward a vision for the future to work together to provide our senior citizens with the finest support system possible.



Robert J. Boggs



Joseph A. Moroski



Deborah A. Newcomb

Ashtabula County Senior Services Levy

In March 2000 Ashtabula County Voters passed a county-wide property tax levy that would ensure that services would be available for senior citizens and their families. During a series of focus groups and studies it was determined that five major areas of service needed to be implemented. These five categories are:

- Prescription Assistance
- In-Home Care
- Transportation
- Protective Services
- Education and Wellness

Ashtabula County Senior Services Levy Advisory Board

The Board is appointed by the Ashtabula County Commissioners to represent a wide geographic range of Ashtabula County. Members serve for staggered three year terms, and usually meet quarterly on the first Wednesday of the quarter. Meetings are open to the public with notices furnished to the press.

Board Members

Cora Arkkelin	Geneva
Dwight Beebe	Ashtabula
Dorothy Bradford	Jefferson
Sandra Fletcher, Chair	Ashtabula
Patrick J. Arcaro	Ex-Officio
Willa Hummer	Conneaut
Barbara Klingensmith	Orwell
Don Medd	Youngstown
Richard Pepperney	Ashtabula
Madge Pontius	Ashtabula
Miriam Walton	Ashtabula

About the Ashtabula County Department of Job & Family Services

The Ashtabula County Department of Job and Family Services administers government programs that provide services for Ashtabula County residents. Part of the administrative duties include the effective utilization of the funds collected through the Ashtabula County Senior Services Levy.

Patrick J. Arcaro, Executive Director

Sandra Fletcher, Program Administrator

Linda Beeman, Social Services Supervisor

Lee Ann Young, Social Program Specialist

Virginia Edixon, Fiscal Officer

Sherry Styzej, Account Clerk III



Prescription Assistance for Seniors

The Prescription Assistance for Seniors (PAS) program was created to assist Ashtabula County residents age 60 and older gain access to prescription drug assistance programs offered through pharmaceutical companies. Residents may be eligible for free or discounted prescriptions based on manufacturers eligibility requirements.

Seniors whose incomes are over the Ohio Medicaid eligibility limit, but who have no private prescription drug coverage may be able to benefit from this program. The Prescription Assistance for Seniors program is available to every township in Ashtabula County.

Caseworkers based at seven community organizations take applications during regular business office hours and are also available for home visits as needed. Seniors wishing to apply may schedule an appointment by call ACQUIRE at 440-997-5936 or 211.

From the beginning of the program in November 2000 through March 2004, Ashtabula County Seniors have saved over **\$3 Million** in prescription costs.

Ashtabula County PAS Savings

Prescription Assistance for Seniors November 2000 – March 2004	
Clients Served	Total Savings
1,761	\$3,767,181

Ashtabula County Seniors have seen an increase in savings by 40% since the previous year in the PAS program.

Providers:

Ashtabula County Community Action Agency

Ashtabula Regional Home Health Services

Ashtabula County Council on Aging

Catholic Charities of Ashtabula County

Conneaut Human Resources Center

Country Neighbor Program, Inc.



In-Home Care services provided to Ashtabula County residents age 60 and over allow them to stay in their own homes as long as possible. These programs provide residents the ability to maintain independence. In-Home Care programs provided by the Ashtabula County Senior Services Levy are Home Delivered Meals, Personal Care, and Chore-Homemaker. Certain eligibility criteria must be met.

Home Delivered Meals

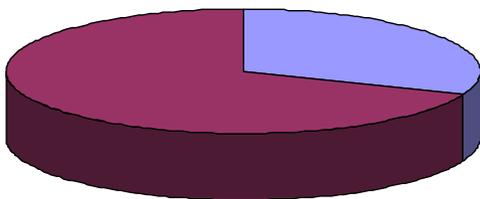
The Home Delivered meals portion of In-Home care provides a hot nutritious meal delivered directly to the home of the seniors.

The Home Delivered Meals program is available to all townships in the county. During the 2003-2004 Home Delivered Meals contract year 56,636 meals were provided for seniors throughout Ashtabula County. An increase of 15,478 meals has been served to area seniors from the prior year. Of those seniors served 69% are age 75 and above.

Home Delivered Meals Served 2003 – 2004 Contract Year	
Geographic Service Area	Numbers of Meals Served
Northern Townships	33,145
Southern Townships	23,491
Total	56,636

Some variables for this increase include the increased need for more meals and also the decrease in State and Federal funding. This decrease in other outside funding is placing a greater need on the Senior Levy to compensate for the lack of other funding sources. While State and Federal funding have decreased, the Senior Levy has been able to sustain and increase services.

Home Delivered Meals by Age



- age 60 to 74
- Age 75 & above

Home Delivered Meals Providers:

Northern Townships:
Ashtabula County Community Action Agency

Southern Townships:
Country Neighbor Program, Inc.

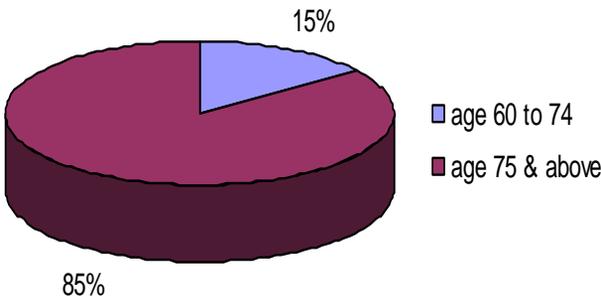
Personal Care

Personal Care Services provide assistance to help individuals maintain activities of daily living. These activities may include personal hygiene assistance and basic health maintenance which help seniors live with dignity and remain in their own homes.

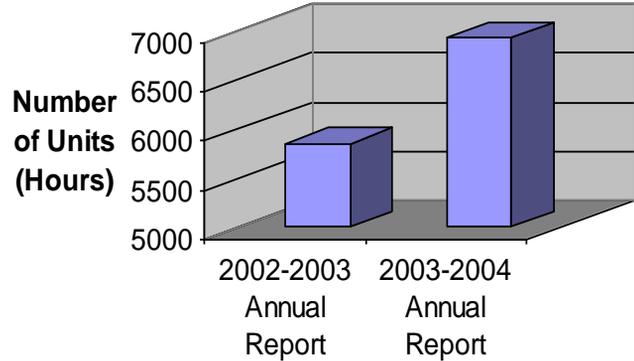


During the 2003-2004 contract year over 5,820 hours of direct Personal Care service were provided to seniors. This is an increase of 1,266 hours of direct services over those provided during the previous contract year. This increase is due to increased need and reduction of some State and Federal funding. Of those Ashtabula County Seniors receiving assistance 85% were age 75 or older.

Personal Care Clients by Age



Chore-Homemaker Units of Service (Units) Comparison



Chore-Homemaker

The Chore-Homemaker program provides Ashtabula County seniors with services such as housecleaning, laundry, meal planning, and kitchen care. With the help of this program seniors are able to stay in their homes and have a safe, clean, and healthy environment. In the 2002-2003 contract year 5,857 units of services (hours) were delivered to Ashtabula County Seniors. In the 2003-2004 Contract year that number increased to 6,939 units of service (hours). Of those seniors served, over 68% were over the age of 75.

Providers:

Personal Care:

Ashtabula Regional Home Health Country Neighbor Program, Inc.

Chore-Homemaker:

Ashtabula County Community Action Agency Country Neighbor Program, Inc.

Transportation

Transportation was identified as a key issue for senior citizens in Ashtabula County. Since Ashtabula County encompasses over 705 square miles and is the largest county in the State of Ohio, transportation options for seniors are a high priority. Thanks to the Ashtabula County Senior Services Levy, programs have been developed to assist in this ongoing need.

Medical and Specialized Transportation

During the contract year of 2003-2004 Ashtabula County seniors traveled over 107,630 miles through the transportation services offered by the Ashtabula County Senior Services Levy. Of those seniors age 60 and above who used the transportation services, 51% were age 75 or older.

The Ashtabula County Department of Job and Family Services also helped coordinate Taxi services through a contract with City Taxicab and Transfer Company. This Senior Transportation Coordination assisted seniors by arranging transportation for medical appointments, for errands, and for personal business.

City Bus Routes

The Ashtabula County Senior Services Levy provides funds to the Ashtabula County Transportation System (ACTS) to maintain midday travel. This allows seniors to ride free between the hours of 10:00am and 1:00pm anywhere on the service route. Seniors may ride public transit to nutrition sites or to complete personal business.

Transportation Service Providers:

*Ashtabula County Council on Aging
Ashtabula County Transportation System
Country Neighbor Program, Inc.
Faith In Action Caregivers*

Local Match Dollars

The Ashtabula County Senior Services Levy helped provide local match dollars for the purchase of four vans. Jefferson Community Center, Country Neighbor Program, and the Ashtabula County Transportation System were provided funding for vans. These vans are being used to assist seniors with some additional transportation options.



A portion of the cost of this Country Neighbor Program van was supplied by Senior Levy Funds.

Recreation and Socialization

Over 400 Ashtabula County Seniors participated in 18 bus trips for recreational and educational outings that were subsidized by the Ashtabula County Senior Services Levy. Of those seniors who participated 34% were over the age of 75.

During the 2003-2004 contract year over 10,400 bus tickets were distributed to area seniors. The Ashtabula Senior Center distributes these tickets to seniors for rides on the ACTS transportation system to and from the Senior Center to participate in scheduled activities.

Protective Services

Protective services programs help assist elderly and dependent adults who are functionally impaired, unable to meet their needs, or may be victims of abuse, exploitation, or neglect. Programs under the heading of Protective Services are Adult Protective Services, Payeeship, Guardianship, and Ombudsman.

Adult Protective Services

Ashtabula County Department of Job and Family Services administers the Adult Protective Services program. The Ashtabula County Senior Services Levy provides for additional staff to this state mandated program. Adult Protective Services investigates allegations of abuse, neglect, or exploitation of adults age 60 and above. Elder abuse may include physical, sexual, emotional, or financial abuse or neglect.

Guardianship

Guardianship is a legal arrangement that protects the most vulnerable members of society by assuring that their physical, emotional, and financial needs are met. This service is provided by Catholic Charities of Ashtabula County. Additional service is funded by the Ashtabula County Senior Services Levy for a total of 597 more hours of direct service.

Payeeship

Payeeship is a service that assists those who are unable to manage the income they receive from the Social Security Administration. The Payee administers the funds received on behalf of the Beneficiary and allots funds for shelter, clothes, food, medical care, and personal comfort. This service ensures that the Beneficiary's needs are met and that the expenses are paid. The Senior Services Levy provided for an additional 250 hours of service.

Ombudsman

The Ombudsman Program works with people who use long term care services, to make sure the services are provided appropriately. The Ombudsman can investigate concerns and resolve problems for persons in nursing homes, rest homes and adult care homes, as well as persons receiving long term care services at home.

Ombudsmen are trained and certified by the State. The Ombudsman's main focus is to investigate complaints and resolve any concerns that the senior citizen may have about the care that they are receiving. These services have been expanded and enhanced in Ashtabula County due to additional funding provided by the Ashtabula County Senior Services Levy.



Providers:

Adult Protective Services:
Ashtabula County Department of Job and Family Services

Guardianship and Payeeship:
Catholic Charities of Ashtabula County

Ombudsman:
District XI Area Agency on Aging

Education and Wellness

Programs under the Education and Wellness component of the Ashtabula County Senior Services Levy help to enhance the lives of seniors by preventing isolation, improving health, and imparting knowledge. These programs promote well-being through group activities and other personal interaction. Programs such as health forums, exercise, support groups, program admission tickets, information and referral services and other various programs are provided to seniors throughout the county.

Senior Health Forums

The Senior Health Forums program is provided by University Hospitals Health System of Memorial Hospital of Geneva. These monthly educational forums are presented by UHHS physicians with the intention to educate area seniors about health related issues in a luncheon lecture format. More than 235 county seniors attended one or more forums in the year 2003.

Seniors Together

The Seniors Together program is provided by the Conneaut Human Resource center. Seniors may participate in programs such as exercise, line dancing, bingo, crafts, and various other activities. These activities help prevent isolation and promote health for seniors. This program provided for 1793 units of service (hours) during the 2003-2004 contract year.

Information and Referral

This program is provided by the Ashtabula County Community Action Agency to provide enhanced referrals through research and advocacy on behalf of the senior. These referrals are given by a senior advocate who is trained and up to date on all current senior related services.

Program Admission Tickets, Performing Artists, And Satellite Center

Ashtabula County Council on Aging receives funds for several Education and Wellness programs.

Program Admission Tickets provides for free or reduced cost tickets for fine art performances at Cleveland area theaters. Of those seniors who attended the programs through this portion of Education and Wellness, more than 44% were over the age of 75.



In the 2003-2004 Contract Year there were 13 different Performing Artists events which include a Jazz concert, comedians, and historical speakers.

A Satellite Senior Center for the Geneva Area was added to enhance and expand existing services. Dance and music, health clinics, exercise, and insurance assistance were some of the activities available at the satellite center.

Handyman Services

The new handyman program through the Ashtabula County Council on Aging which started in December 2003, provides for services such as cleaning gutters, fixing faucets, yard work, painting, and various other minor home repairs.

The Handyman program through the County Neighbor Program provides services such as lawn mowing, snow removal, yard work, and other minor home repairs and upkeep. In the last contract year 808 hours of service were provided to south county seniors.



Consumer Credit and Housing Counseling

Consumer Credit and Housing Counseling is provided by Catholic Charities of Ashtabula County. This program is designed to assist Ashtabula County Seniors age 60 and above with consumer credit issues such as debt consolidation and repayment options. The Housing Counseling portion is used to assist Ashtabula County seniors with rental issues, mortgage help, and various other housing issues that may come about due to income changes or other factors.

Senior Services, Senior Wellness, and Senior Recreation

The Country Neighbor Program, Inc. provides various senior programs to seniors living in the southern townships of Ashtabula County.

These programs help prevent isolation, promote group activity, and peer involvement. The Senior Wellness program promotes health related issues and awareness. Programs include blood pressure checks, diabetes checks, and various exercise programs. Senior Recreation provides activities that promote group interaction. These programs include bingo, music groups, music therapy, memory stimulation games, coin collecting, and various other programs. More than 1092 hours of service were provided to area seniors in these programs.

Senior Nutrition Programs

Ohio State University Extension offers Senior Nutrition Programs that assist seniors in developing meals that meet all nutritional requirements while still maintaining a low cost for the senior. These programs also teach food planning and food safety. More than 52 programs per contract are available at various sites throughout the county. During the last contract year over 250 seniors attended one or more of these programs.

Retired Senior Volunteers Program

This program helps coordinate services by utilizing senior volunteers. The Ashtabula County Senior Services Levy provides funding for the expansion of this coordination of volunteers. The number of senior volunteers assisting at local agencies and helping other seniors or helping the general public increased by 60%. Seniors are enhancing the lives of others as well as their own by personal interaction.

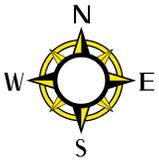
Ashtabula County Senior Services Levy Contracts for 2003-2004

<u>Contract Term:</u>	<u>Program:</u>	<u>Providers:</u>	<u>Total:</u>
04/01/03-03/31/04	Education and Wellness	ACCAA RSVP ACCOA	\$ 17,532 \$ 10,167 \$ 23,300
06/01/03-05/31/04	Education and Wellness	Catholic Charities	\$ 26,000
07/01/03-06/30/04	Education and Wellness	OSU Extension	\$ 15,024
04/01/03-03/31/04	Personal Care/ Chore Homemaker	ACCAA ARHH Country Neighbor	\$ 76,394 \$ 79,200 \$ 62,626
06/01/03-05/31/04	Ombudsman	District XI Area Agency on Aging	\$ 10,000
06/01/03-05/31/04	Transportation	ACCOA Country Neighbor Faith In Action Caregivers	\$ 40,865 \$139,000 \$ 12,000
07/01/03-06/30/04	Transportation	City Cab and Transfer CO.	\$ 44,000
07/01/03-06/30/04	Home Delivered Meals	ACCAA Country Neighbor	\$238,981 \$136,250
07/01/03-06/30/04	Education and Wellness	OSU Extension	\$ 15,024
07/10/03	Matching Funds -Vans	ACTS contract year 2002 ACTS contract year 2003	\$ 18,988 \$ 9,492
09/01/03-08/31/04	Prescription Assistance for Seniors (PAS)	ACCAA ACCOA ARHH Catholic Charities CHRC Country Neighbor	\$ 35,520 \$ 53,685 \$ 33,324 \$ 40,480 \$ 26,173 \$ 33,930
11/01/03-10/31/04	Guardianship and Payeeship	Catholic Charities	\$ 51,888
12/01/03-11/30/04	Education and Wellness	ACCOA-Handyman	\$ 12,372
01/01/04-12/31/04	Transportation	ACTS	\$ 84,240
01/14/04	Matching Funds-Van	Country Neighbor	\$ 5,000
02/01/04-01/31/04	Education and Wellness	UHHS (Geneva) Country Neighbor	\$ 9,000 \$ 27,685
03/12/04	Matching Funds -Van	Jefferson Comm. Center	\$ 9,500

ABBREVIATIONS:

ACCAA	Ashtabula County Community Action Agency	CHRC	Conneaut Human Resource Center
ACCOA	Ashtabula County Council on Aging	RSVP	Retired Senior Volunteer Program
ARHH	Ashtabula Regional Home Health Services	OSU	Ohio State University Extension
ACTS	Ashtabula County Transportation System	UHHS	University Hospital and Health System of Geneva
ACDJFS	Ashtabula County Department of Job and Family Services		

Ashtabula County



Geneva 2368	Saybrook 2280	Ashtabula 4418	Kingsville 991	Conneaut 2656
		Plymouth 421	Sheffield 240	Monroe 348
Harpersfield 363	Austinburg 356	Jefferson 1015	Denmark 149	Pierpont 203
Trumbull 217	Morgan 290	Lenox 223	Dorset 142	Richmond 156
Hartsgrove 151	Rome 248	New Lyme 161	Cherry Valley 142	Andover 612
Windsor 285	Orwell 480	Colebrook 117	Wayne 110	Williamsfield 294

Population of Township Residents Age 60 and Over from the 2000 Census

Services Received Within Each Township:

- Home Delivered Meals ■
- Prescription Assistance for Seniors ●
- Personal Care ×
- Chore-Homemaker ♥



Ashtabula County Senior Services Levy