



Cover Sheet

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| Organization | City of Lakewood, Department of Human Services/ Division of Aging |
| Organization Type | Municipal Government |
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| DUNS # | 020629093 |
| Project/Program Name | Senior Supportive Services |
| Total FY19 Project Budget | \$67,536.25 |
| FY19 CDBG Funding Request | \$38,916.36 |

Abstract

The City of Lakewood, Department of Human Services, Division of Aging (DOA) is requesting an allocation of \$38,916.36 in Fiscal Year 2019 CDBG funds toward its Senior Supportive Services. The City of Lakewood is home to an estimated 8,816 people age 60 and over. 12.1% of Lakewood seniors 60 and over are living below the poverty line (American Community Survey, 2016). This statistic does not represent those individuals living between 100 and 150% who represent 28% of the seniors currently served by the DOA. Formal data will not be available until the next Census period. As this segment of the Lakewood population continues to age, its members become more vulnerable to socioeconomic and age-related risks.

According to a projection study conducted by Miami University's Scripps Gerontology Center (2014) the Cuyahoga County population trends reveal important indicators of current and future needs for long-term services and supports for older adults. A higher proportion of the older population experiences poverty, compared to other adults. In addition, those at very advanced ages are mostly women who have outlived their spouses and most likely live alone. The combination of lower income, living alone, and higher prevalence of disability among older women are all contributors to the need for long-term resources and supports in our community.

In order to adapt to the issues and opportunities of an increasing population of older adults in Lakewood, the Division of Aging continues to strengthen the delivery of Senior Supportive Services. The development of the Participant Intake Form (PIF) has assisted in streamlining the intake process thereby enabling staff to annually reach each senior receiving service in addition to gaining a better understanding of needs and trends. The DOA Senior Supportive Services are dedicated to addressing risks by offering high quality, person-centered services to assist older residents and their caregivers with problem identification, resource navigation and ongoing support. By collaborating with key community partners, DOA social workers are able to offer more interactive and informative opportunities for seniors to maintain a quality of life that is both meaningful and productive.

CDBG funds will partially support the salary and benefit costs of one full-time, Licensed Social Worker. Under this CDBG-funded program, the DOA estimates it will serve 825 Lakewood residents who are age 62 or over and are of low to moderate income according to HUD guidelines. Supportive Services available to seniors who meet these criteria include:

- Problem identification & addressing concerns and informational needs
- Navigating & accessing services, resources and benefits
- Providing ongoing support to senior consumers and caregivers
- Coordinating delivery of core services of nutrition and transportation options offered by the City of Lakewood's Division of Aging

The DOA's Senior Supportive Services have become a critical source of support and make a significant contribution to our senior citizens' physical and mental health and sustained independence in daily life.

**City of Lakewood
Department of Human Services
Division of Aging**

Senior Supportive Services

CDBG Eligibility Criteria

Lakewood Department of Human Services/Division of Aging's Senior Supportive Services Program satisfies the following eligibility criteria and is therefore suitable for CDBG funding consideration.

CDBG National Objective

Low-Moderate Income Limited Clientele (LMC): Activities that benefit either a specific group of persons at least 51% of who are documented as low-moderate income or a clientele presumed by HUD to be principally low-moderate income (e.g. battered spouses, senior citizens).

CDBG-Eligible Activity Category

Public Services: The provision of public services including labor, supplies, materials, and the pro rata share of the facilities where these services are provided.

HUD-Designated Performance Objective

Create Suitable Living Environments

HUD-Designated Performance Outcome

Availability/Accessibility

Applicant Narrative Lakewood Division of Aging

1. Mission

The City of Lakewood, Department of Human Services, Division of Aging (DOA) was established by Ordinance in 1973 to provide a continuum of responsive services to Lakewood's older residents. The primary goal of the Division's core programs is to empower and enable older residents to stay safely in their homes and community while sustaining a quality of life that is both meaningful and productive.

2. Geographic Service Area

The Division of Aging serves the City of Lakewood 44107 postal zip code.

3. Target Population

The Division of Aging serves all residents aged 60 and over. The target population of this program consists of Lakewood residents age 62 and older and disabled adults who meet eligibility requirements.

4. Programs & Services

To adapt to the issues and opportunities of a growing senior population as the "Baby Boomers" age, the Division of Aging, its subcontractors and community partners strive to respond to the evolving needs and interests of seniors. The DOA provides core services, activities, and programs focused on enhancing the support, dignity, independence and involvement in the senior center and the greater community. Specific resources and supportive services are dedicated to addressing the needs of seniors who are experiencing isolation, loneliness and additional hardships due to financial or health issues. DOA collaborates with key partners to improve overall health and wellbeing of Lakewood seniors through the administration of the following services and programs:

- Nutrition Services (Congregate and Home Delivered Meals)
- Transportation Services
- Senior Supportive Services
- Senior Center Activities & Programs
- Volunteer Program

5. Number & Demographic Profile of Clients Served (FY17)

825 unduplicated seniors were served in 2017. Out of the 825 seniors served:

- 306 are at 100 percent of poverty or below; 235 are between 100 and 150 percent of poverty
- 367 are 75 years of age or older;
- 552 live alone.

6. Qualifications To Implement Proposed Project

Following the enactment of the Older Americans Act, the City of Lakewood established the Division of Aging (DOA) in 1973. Since its inception, the DOA has served Lakewood's older residents utilizing best practice as the guide to support aging in place. In addition to CDBG and City General Fund dollars, these services have been funded for many years by major grants from Western Reserve Area Agency on Aging, Cuyahoga County Department of Senior & Adult Services, Cotabish Charitable Trust, among others. DOA staff has maintained positive service records with all contractual partners as well as demonstrated strong collaboration.

Senior Supportive Services staff consists of two social workers (LSWs) who possess extensive qualifications and skill sets in aging and family caregiving with supervision provided by the Human Services Assistant Director (MSSA, LISW-S). DOA social workers are specialized knowledge workers. Drucker (1998) defined *knowledge workers* as those who develop and use knowledge to accomplish their work. Drucker (1998) further stated that knowledge workers add value by processing existing information to create new information that can be used to define and solve problems better. DOA social workers are held to the National Association of Social Workers (NASW) Standards of Practice and have proficient competencies to coordinate, navigate, and connect consumers and caregivers with information, programs, services and opportunities. By applying their knowledge and experience, DOA social workers are skilled in building rapport, identifying problems and offering solution-focused support.

In order to systematically deliver Senior Supportive Services centered on problem identification, resource navigation and ongoing support, the Assistant Director and social workers will work closely with other government offices and community organizations to ensure consumers are receiving the most current and quality resource linkage available. These resources are routinely reviewed and revised in order to ensure residents are able to be connected to services that can assist them in maintaining their independence and dignity and addressing any concerns that may arise.

7. FY19 Budget

Expenses

| Expenditure Type | Amount | % Budget |
|-------------------------------|------------------|-------------|
| Salaries & Fringe Benefits | 872,231 | 84% |
| Operating Costs | 84,245 | 8% |
| Other: meal | 24,000 | 2% |
| Other: medical transportation | 62,000 | 6% |
| Total Annual Budget | 1,042,476 | 100% |

Revenue (top 3 sources)

| # | Source | Amount | % Budget |
|---|-------------------------------|----------------|------------|
| 1 | General Fund | 850,000 | 82% |
| 2 | Western Reserve Area on Aging | 53,958 | 5% |
| 3 | HUD | 60,461 | 6% |
| | Total | 964,419 | 93% |

8. Additional Information or Data That Will Assist Lakewood's Citizens Advisory Committee and City Staff in Evaluating this Funding Request

Department of Human Services and DOA staff continue to follow trends and evaluate programs providing insight into challenges which guide us in engaging new partners and creating solutions to positively impact our older residents.

An increased need for flexible medical transportation was identified and in 2017 LDOA partnered with Senior Transportation Connection (STC) to provide non-emergency medical transportation for older adult residents. STC is a non-profit organization that provides comprehensive, coordinated, efficient and affordable transportation to seniors and adults with disabilities through Cuyahoga County in partnership with communities and other organizations. This effort has provided 5,164 one way trips to over 250 (unduplicated) residents from 3-1-2017 through 8-1-2018. 84.65 % are identified as low income and 76% are female. In 2018 there has been an increase of over 100 trips compared to the same month in 2017.

The goal of the partnership between the City of Lakewood DOA and STC is to provide seniors efficient and affordable access to medical care so they can remain independent, healthy and connected to the community.

The DOA will be adding interactive, user friendly computer software (My Senior Center) to record all data and provide electronic evaluation of all programs available through the Senior Center.

9. Capacity to Serve Non-English-Speaking Persons

The American Community Survey indicates that 10.1% of Lakewood's population speaks a language other than English in their home. The DOA is dedicated to creating a welcoming, safe, and inclusive space and maintaining current and accessible resources for Lakewood's older residents, especially those who may have language barriers. The Division of Aging has identified a staff member in the Department of Human Services who is fluent in Spanish and a community volunteer who is fluent in Arabic. Both of these individuals are familiar with the needs of non-English speaking residents and are available upon request. DOA social workers maintain an up to date list of other translator and interpretation services and community resources. In addition, the Department of Human Services has collaborative relationships with ASIA, Inc., the International Services Center, and other community members who can support and assist residents who speak languages other than English.

10. Do your facilities comply with ADA accessibility requirements? Yes No

Project Narrative

1. Unmet Community Needs & Service Gaps Addressed

Between 2015 and 2030, Ohio's population over age 65 and age 80 will increase by 40%, and 46% respectively, while the overall population of the state will grow by less than 2%. The study conducted by Miami University's Scripps Gerontology Center recommends that Ohio will need to continue its progress in order to meet the growing demand by emphasizing preventative programs and supports, through the development of new technology, and by improving the efficiency of the current system.

According to the Ohio Department of Aging, most seniors prefer to live independently in their own homes, in their communities, surrounded by family and friends, for as long as they can. For some, this cannot be achieved due to limited income, lack of support, and physical or mental decline. This senior subgroup is the most vulnerable to food insecurity, isolation and other age-related risks. Access to high-quality, person-centered services and support is essential to offer to older residents in order to help them maintain a level of independence and wellness.

As Lakewood residents age, they begin to have multifaceted and complex needs due to risks and vulnerabilities. Older adults age 60 and older are susceptible to a myriad of age-related risks including physical and cognitive decline, loss of independence, isolation, limited support, injuries and overall health maintenance. With these changes and potential risks, seniors and their caregivers are in need of guidance and assistance in navigating benefits and accessing resources in addition to ongoing support. The DOA has seen a steady increase of walk-ins and phone calls from seniors and caregivers seeking out information, assistance and support with various needs related to housing, food, utility assistance, in-home services, health care, mental health and transportation as they try to successfully age-in-place.

Not all seniors will face these challenges and some who do will be able to adapt more easily due to their resiliency and protective factors. Risk factors are conditions or variables associated with a lower likelihood of positive outcomes and a higher likelihood of negative or socially undesirable outcomes. Protective factors have the reverse effect: they enhance the likelihood of positive outcomes and lessen the likelihood of negative consequences from exposure to risk (Jessor, Turbin and Costa "Risk and protection in successful outcomes among disadvantaged adolescents", 1998). According to the American Psychological Association (2015), resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress — such as family and relationship problems, serious health problems or workplace and financial stressors. It can often be referred to as "bouncing back" from difficult experiences. Isolation and the increasing physical and mental health challenges associated with aging can increase likelihood of risk factors among seniors. Additionally, vulnerability increases when accompanied with adverse events, elder abuse or poverty. Older adults are inherently vulnerable when they lack the capability and support to cope with threats.

Below is an overview of a case that demonstrates an example of some of the risks factors Lakewood seniors face and how protective factors in combination with DOA Senior Supportive Services can empower them to overcome obstacles and barriers:

Charlotte, a widowed 82 year old woman who needed regular non-emergency medical transportation to treatment for a chronic, potentially life threatening illness, reached out to the DOA community social worker for support. The Social worker visited Charlotte in her home to complete a PIF (Participant Intake Form) and immediately identified additional supportive services provided through the DOA. Charlotte had some complicating household issues that began to affect her health and well-being and the social worker was able to reach out to her medical support team and multiple community agencies to address the unhealthy household challenge. Charlotte had limited family support and recognized that she could not solve the presenting issue without connecting to and accepting community based resources. With the help of partners, Charlotte is home, able to access her medical treatments and remains more connected to community resources.*

In this situation, Charlotte faced several major risk factors. What came about from this experience was that Charlotte was able to recover from circumstances due to protective factors of her resourcefulness, self-sufficiency and willingness to accept assistance from community resources. Despite being in a vulnerable and weakened state both physically and mentally, Charlotte's choice of reaching out to the Division of Aging helped link her to needed supportive services to help regain independence and dignity.

2. Target Population & Outreach Efforts to Potential Beneficiaries

This program aims to serve to all eligible Lakewood residents age 62 and over. Outreach efforts are conducted via the Division of Aging's bi-annual newsletter, monthly calendars, City website and Facebook pages that are aimed at educating and informing the Lakewood community at-large about available services and programs for older residents. Additionally, outreach is done through the collaborative networking efforts led by the Assistant Director who seeks and maintains relationships and partnerships with individuals and organizations throughout the county.

3. Geographic Service Area

The Division of Aging's Senior Supportive Services serves the City of Lakewood, 44107 zip code.

4. Primary Goals & Objectives

DOA Senior Supportive Services are focused on empowering at-risk residents and providing them the opportunity to achieve the highest level of autonomy, safety, and quality of life possible.

Goal 1: *To maintain ongoing participant data (through the Participant Intake Form) aimed at understanding and improving the needs and limiting the risks of Lakewood seniors.*

Sub-Goal: To assist seniors and caregivers with problem identification and solution-focused outcomes.

Sub-Goal: To encourage and empower individuals to make healthier choices.

Sub-Goal: To coordinate delivery of core services of nutrition and transportation options offered by the DOA.

Sub-Goal: To increase identification and understanding of risks and issues.

Goal 2: *To provide ongoing support to identify and engage vulnerable seniors.*

Sub-Goal: To engage seniors in pro-social interactions.

Sub-Goal: To increase awareness of available resources and programs.

Sub-Goal: To empower older adults to utilize key resources in the community.

Sub-Goal: To promote consumer self-determination.

5. Activities Undertaken/Services Provided & Delivery Strategy

When a Lakewood senior confronts a health crisis or daily living challenge, it is not uncommon for there to be fear, confusion or stress. With many seniors lacking support from family or friends, they often face these struggles alone and at times in an isolated environment. Seniors who are unsure of where to turn contact the Division of Aging for assistance and direction.

The DOA Senior Supportive Services team, based out of Senior Centers East and West, are social workers knowledgeable and equipped to guide and assist older adults with questions, concerns and need for support. Whether their initial contact is via phone, referral or a walk-in, older residents seeking out DOA services are linked with a staff member to complete a Participant Intake Form (PIF) in order to initiate services and link to resources.

All eligible participants must complete a Participant Information Form (PIF) in its entirety on an annual basis to participate in any service and/or program. PIFs contain basic demographic information including address, date of birth, Social Security Number (when mandated by funder), emergency contact, race/ethnicity, monthly income, etc. The PIF was created to assist the DOA to ensure accurate data is collected, gather information on services requested and meet all city, county and state reporting requirements. The PIF is approved by the City of Lakewood, Western Reserve Area Agency on Aging, and the Cuyahoga Department of Senior & Adult Services.

During the PIF process, social workers have the ability to establish and maintain a relationship of mutual respect, acceptance and trust as well as gathering and interpreting key information related to the senior's environment, health, social and personal life. At the end of the process, social workers can assist the senior and their caregiver in discussing and linking them to appropriate resources. Increasing seniors' social connection, knowledge and access to resources increases their protective factors against stress and other vulnerabilities. Completion of the annual PIF enables current participants the avenue to provide feedback on the services received the previous year.

6. Program Design (*emphasize uniqueness and/or innovation*)

The 2000-2030 U.S. Census Bureau projects that the percentage of Ohioans age 65 and older will increase from 13 percent to 20 percent, the old-age dependency ratio (age 65-plus/age 20 – 64) will increase from 23 to 38, and Ohio's median age will increase from 36.2 to 40.2. These anticipated changes in our aging population will undoubtedly affect Lakewood as it will our entire country, state, and region.

The Division of Aging anticipates the changing demographics and increase in population rates coming in the next 5, 10 and 20 years. In order to address to these changes, DOA is monitoring the issues facing Lakewood seniors and identifying unique solutions to better serve them. The gathering of current information related to older residents accessing services via the PIF process is not only important in meeting current needs but it is also a critical component in planning for the future.

As the clearinghouse for information, services and resources for seniors in Lakewood, the DOA is looking to enhance Senior Supportive Services in order to prepare and create a community of readiness for the future. In order to systematically deliver Senior Supportive Services, Department of Human Service administrative staff and social workers work closely with DOA staff, other city offices, and community partners to ensure seniors are able to access the assistance and resources they need in an efficient and thoughtful manner.

7. Staff Responsible for Program Administration & Implementation

| Job Title | Hours/Week Devoted to Program | % CDBG Funded | Brief Summary of Responsibilities |
|--------------------|-------------------------------|---------------|---|
| Assistant Director | 6 | 0% | Clinical oversight; direct service if needed |
| Social Worker | 22 | 100% | Participant Intake Process; supportive services |
| Social Worker | 8 | 0% | Participant Intake Process; supportive services |

8. Project Implementation Schedule

| Milestone | Completion Deadline |
|---|---------------------|
| All current participants complete annual PIF to update information and renew eligibility for DOA services. | January 1-March 31 |
| Referral, walk-in, or call is made to the DOA to access a core service (transportation, congregate meal, home delivered meal) or Senior Supportive Services | Ongoing |
| Contact and screen potential consumers for eligibility. | Ongoing |
| Participant Intake Form process/caregiver to determine specific needs and enroll in DOA services/programs | Ongoing |
| Initiate service(s) | Ongoing |
| Client satisfaction survey completed by available consumer participants | Annual |

9. Beneficiaries (January 1 – December 31, 2019)

Unduplicated Persons Served: 825

Unduplicated Low-Moderate Income Persons Served: 825

10. Program Evaluation

Describe Data Collection Tools & Outcome Measurement Procedures/Methodology

Data Collection Tools

Senior Supportive Services will collect and input data on three online, data collection systems. These systems assist the DOA in collecting necessary data for funding, reports, and communication with city officials. Below are brief descriptions of the three data systems used:

- i. SharePoint- is a secure, online collaboration tool for the City of Lakewood's network to access information and manage content across departments. The DOA utilizes SharePoint as a primary data entry system to manage a consumer index, progress logs, and service lists in order to obtain necessary demographic and participation facts and figures for supporting DOA systems and reporting purposes.
- ii. SAMS- The federal Older Americans Act (OAA) is the foundation of Ohio's aging network, which includes the Ohio Department of Aging, area agencies on aging, senior centers, service providers and others. Title III of the OAA funding supports nutrition programs, transportation services and some supportive services. The DOA receives Title III funding through the Western Reserve Area Agency on Aging for nutrition and transportation. The secure, online software tool used is the Harmony Information Systems program called SAMS. SAMS is an online, integrated data management program that streamlines data and records collected from several organizations in a secure environment.

- b. PeerPlace-The Cuyahoga County Department of Adult & Senior Services administers the Community Social Services Program (CSSP) which provides funding to the DOA for transportation and congregate meals. The CSSP online record management system is called PeerPlace. PeerPlace is a collaboration-based case management system that allows service providers to share information among their peers and deliver improved services to consumers.

Outcome Measurement Procedures & Methodology

- i. The DOA will administer a Consumer Satisfaction Survey to appropriate consumers who utilize core services. The core services that the DOA offers supports the main goal of enabling older residents to stay safely in their homes and community while sustaining a quality of life that is both meaningful and productive.
- ii. The Consumer Satisfaction Survey is a self-reporting tool to measure consumer perceptions and satisfaction with core services-facilities (senior centers), transportation, meals and activities.
- iii. Measuring consumer satisfaction assists and guides the DOA in improving service delivery systems. This survey is administered annually.
- iv. It is important to note that obtaining measurable outcomes is a challenge for the DOA. Given the risks and unpredicted changes that occur with the aging population (eg: death, relocation, illness), it can be very difficult for the DOA to track consumers and ensure they complete annual surveys. These extraneous variables greatly impact the outcome measurements for DOA programs, especially Senior Supportive Services as it does not guarantee a comprehensive methodology.

11. Strategy for Coordination with Other City Departments & Community Partners

Through interdisciplinary and inter-organizational collaboration and strong community partnerships, DOA's Senior Supportive Services aims to identify vulnerabilities and link residents to the supportive resources they need to both survive and thrive in our community.

DOA staff work closely with police, fire, building and water to coordinate prevention or intervention when needed to maintain the safety and stability of a resident. The Law Department has supported these intra departmental efforts by establishing an Intervention Team that can be activated quickly when deemed necessary.

Lakewood Alive (LA) has long been a friend and partner to the DOA. In 2017, 2 staff from LA and one social worker from DOA attended training offered by the NAHB, National Association of Home Builders and became CAPS (Certified Aging in Place Specialist) trained. DOA was also able to identify a small amount of money to support the cost for LA staff to fix minor impediments to aging in place, i.e. hand rails and reimburse cost of needed hardware. This is a pilot project that will have data available by December 2018.

DOA is a founding member of the "Westshore Seniors" a collaborative effort among 8 Senior Centers in the Western suburbs to create a single, web-based, portal for older residents to access information about available programs, activities and services in all represented communities. In preparing for a growing senior population that may have more complex needs, the Division of Aging is closely monitoring trends and resources and recognizes that the future will include innovative multi-city/community collaboration as communities learn to partner more effectively. Additionally, DOA staff continues to identify new resources and build relationships with various government and non-profit agencies that offer key services and programs that Lakewood seniors can utilize.

12. Additional Information and/or Data That Will Assist Lakewood's Citizens Advisory Committee and City Staff in Evaluating this Funding Request

In 2016, the DOA administered 743 PIFs. In 2017, the number of completed PIF's increased to 825. This project is meeting the goals of maintaining participant data that supports our understanding of needs and limiting risks to Lakewood seniors. DOA is able to provide ongoing support to identify and engage more vulnerable seniors due to this effort.

13. FY19 Project Budget

Expenses

| Expense Category | Total Project (A) | CDBG Funds(B) | CDBG % of Total (B/A) |
|---|-------------------|------------------|-----------------------|
| Personnel | | | |
| Salaries | 58,498.27 | 33,708.41 | 58% |
| Fringe Benefits | 9,037.98 | 5,207.95 | 58% |
| Sub-Total Personnel | 67,536.25 | 38,916.36 | 58% |
| Overhead & Operations | | | |
| Rent/Lease | | | |
| Insurance | | | |
| Materials & Supplies | | | |
| Professional Services | | | |
| Postage | | | |
| Travel | | | |
| Utilities/Telephone | | | |
| Insurance | | | |
| Equipment | | | |
| Indirect Costs ¹ | | | |
| Sub-Total Overhead & Ops | | | |
| Total Project Costs | 67,536.25 | 38,916.36 | 58% |
| ¹ Indirect costs may not be paid with CDBG funds | | | |

Funding Sources

| Source | Requested | Committed | Total |
|--|------------------|------------------|------------------|
| Department/Division/Lakewood General Funds | 28,619.89 | 28,619.89 | 28,619.89 |
| CDBG FY18-19 CDBG Carry Forward (Est) | | | |
| Other (Non-CDBG) Federal | | | |
| State | | | |
| Local | | | |
| County | | | |
| Private (Foundations, Individuals, etc...) | | | |
| Earned Revenue/Fees | | | |
| In-Kind/Volunteer (@ \$15/Hour) | | | |
| Lakewood FY19 CDBG Funding Request | 38,916.36 | 0 | 38,916.36 |
| Total Funding Sources | 67,536.25 | 28,619.89 | 67,536.25 |