



FY21 Community Development Block Grant

Funding Request

Organization	City of Lakewood, Department of Human Services/ Division of Aging
Organization Type	Municipal Government
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Federal Tax ID #	34-6001633
DUNS #	020629093
Project/Program Name	Senior Supportive Services
Total FY21 Project Budget	\$ 68,233.55
FY21 CDBG Funding Request	\$ 40,408.08

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

Senior Supportive Services Program

CDBG Eligibility Criteria

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

Availability & Accessibility

I. ABSTRACT

The City of Lakewood, Department of Human Services, Division of Aging (DOA) is requesting an allocation of \$40,408.08 in Fiscal Year 2021 CDBG funds toward its Senior Supportive Services. Of the 8,993 people age 60 and over who reside in Lakewood, 12 % of those residents live at or below the poverty line (2018 American Community Survey 5-Year Estimates). This statistic does not represent those individuals living between 100 and 150% who represent 63 % of the seniors currently served by the DOA. Formal data will not be available until the completion of the 2020 Census Period. As this segment of the Lakewood population continues to age, its members become more vulnerable to psychosocial, socioeconomic, and age-related risks which in some cases have been exacerbated by the restrictions imposed by the COVID-19 pandemic.

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 addition to these factors, the COVID-19 pandemic has endangered older adults further both socially and economically by threatening their social networks, access to health services, their jobs and their pensions.

In planning for opportunities and challenges of a significant population of older adults in Lakewood and the impacts of COVID-19, the Division of Aging continues to strengthen the delivery of Senior Support Services. The Participant Intake Form (PIF), along with the use of a cloud-based client management system, MySeniorCenter, has significantly assisted in streamlining the intake process and has enabled staff to reach each senior utilizing service on an annual basis. This annual connection, no more than ever, has provided staff with a better understanding of the needs of Lakewood's seniors. 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 can offer more interactive, diversified, and informative opportunities for seniors to maintain a quality of life that is both meaningful and productive when the need for strong social inclusion and solidarity are a necessity as a result physical distancing rules imposed by COVID-19.

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 900 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
- Developing supports that meet the unique challenges presented by COVID-19 (virtual, etc)
- Coordinating delivery of core services of nutrition and transportation options offered by the City of Lakewood's Division of Aging

II. PROJECT NARRATIVE

1. Community Needs 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 need guidance and assistance in navigating benefits and accessing resources in addition to ongoing support. The DOA has seen a steady increase of walk-ins, referrals, 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 risk factors Lakewood seniors face and how protective factors in combination with DOA Senior Supportive Services can empower them to overcome obstacles and barriers:

Jeff is a 74-year-old male who was bedbound due to severe COPD and a terminal cancer diagnosis. The Division of Aging received a call about Jeff and his situation following a call from the Lakewood Fire Department after they needed to enter his home for a 911 call. Upon entry, they noticed that Jeff was living with his wife Tina, and that there was a severe hoarding problem in the home. The 911 responders stated that they were unable to find a path through the home to Jeff's bedroom due to a great deal of garbage littering the floors. They also noticed that Jeff and Tina did not have access to a stove due to clutter, and that their bathroom was also inaccessible.

Following this call, the DOA social worker reached out to Jeff and Tina in person to assess their needs. The first concern the social worker addressed was the senior's safety. A referral to Benjamin Rose Institute for hoarding and a mental health assessment was made. It was also determined that the couple could benefit greatly from the DOA Home Delivered Meal program, which was setup, and allowed for fresh and healthy meals to be provided but also daily well checks on the family. The social worker also began working with Tina and several local community service agencies that along with the City were able to come out to the home and provide cleaning and ultimately the group was able to make clear paths and address many safety concerns.

As time went on, the DOA social worker continued to work with the family, and unfortunately Jeff's health took a turn for the worse. The DOA worked on an interdepartmental and interagency plan to continue to support the client and assisted in working with a hospice agency to provide the necessary supports that Jeff needed at the end of life. Following Jeff's passing, the DOA continues to work with Tina to ensure that adequate supports exist to maintain the improvements in mental health and hoarding which existed prior to DOA involvement.

2. 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.

3. Program Design, Uniqueness & Innovation

The U.S. Census Bureau projects that the percentage of Ohioans age 65 and older will increase from 13 percent to 20 percent by 2030, 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. The DOA also recognizes that in addition to these several factors, the COVID-19 pandemic has had a profound impact on all ages, but perhaps particularly on seniors. In order to address these changes, and new normal, 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 today and 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 can access the assistance and resources they need in an efficient and thoughtful manner.

4. Target Population(s)

The target population includes all eligible Lakewood residents age 62 and over.

5. Geographic Service Area

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

6. Services Provided & Delivery Strategy

When an older person confronts a health crisis or daily living challenge, it is not uncommon for there to be fear, confusion or stress. With many seniors lacking natural support from family or friends, they often face these struggles alone and at times in an isolated environment – a fact which is particularly true in a world with COVID-19. 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 or virtually, 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, determine their needs, 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 can establish and maintain a relationship of mutual respect, acceptance and trust as well as gather and interpret 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 by discussing available services 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 also enables current participants the avenue to provide feedback on the services received the previous year.

7. Outreach Strategy & Efforts

All information related to senior services is available on the City of Lakewood Website. Additional outreach efforts are conducted via the Division of Aging's monthly calendars, the DOA Facebook, and YouTube page, Western Reserve Area Agency on Aging, and the County Department of Senior and Adult Services community materials and local opportunities (i.e. Kiwanis Club of Lakewood) to educate and inform the broader community about available services to older residents. The collaborative networking efforts led by the DOA leadership build and maintain relationships that also serve as partners in our outreach to older adults and their families. The DOA also continues to evaluate and implement new and evolving technology-based outreach and networking strategies suited for limitations of COVID-19.

8. Community Partnerships & Stakeholders

Through interdisciplinary and interorganizational 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. An interdepartmental, interagency Intervention Team has also been revitalized that can be activated quickly when deemed necessary.

Lakewood Alive (LA) has long been a friend and partner to the DOA. Two staff from LA and one Social Worker from DOA received training offered by the NAHB, National Association of Home Builders and became CAPS (Certified Aging in Place Specialist) trained. DOA identified and continues to manage a small amount of money to support the cost for LA staff to fix minor impediments to aging in place, i.e. handrails, grab bars, and will reimburse cost of needed hardware.

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 with its partner centers, are closely monitoring trends and resources and recognize that the future will include innovative multi-city/community collaborations as communities imagine potential opportunities for creative ways to meet the needs of a growing population. Additionally, DOA staff continue to identify new resources and build relationships with various public and private sector agencies and organizations that offer services that Lakewood seniors can utilize.

9. Staffing

Title	Hours/Week Devoted to Program	% CDBG Funded	Qualifications & Responsibilities
Manager, Senior Services	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

10. Implementation Schedule *(add rows as necessary)*

Milestone	Completion Deadline
All current participants complete annual PIF to update information and renew eligibility for DOA services.	Jan 1 – Mar 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

11. Projected Beneficiaries (January 1 – December 31, 2021)

Total Unduplicated Persons to be Served	900
Unduplicated Low-Moderate Income* Persons & to be Served	900

*<80% Area Median Income

12. Program Evaluation

(data collection & analysis, outcome measurement procedures & methodology)

Data Collection Tools

- a) 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. MySeniorCenter – Is a secure, online cloud-based application that allows the City of Lakewood to access and management information and content. The DOA utilizes MySeniorCenter as a primary data entry system to manage a consumer index, service logs, event data, home delivered and congregate meal provision, volunteers, and transportation. This information is used to provide daily services as well as 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.
 - iii. 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

- a) The DOA will administer a Consumer Satisfaction Survey to appropriate consumers who utilize core services. The core services that the DOA offers support 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.
- b) 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.
- c) Measuring consumer satisfaction assists and guides the DOA in improving service delivery systems. This survey is administered annually.
- d) 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.

13. Additional Data and/or Information Not Previously Requested That Strengthens the Organization's Case for CDBG Funding Support

While national discussions regarding the impact of the "silver tsunami" on our communities continues to roar, the storm known as COVID-19 has for the time being usurped it. Nevertheless, the City of Lakewood and the Division of Aging remain committed to staying ahead of both fronts by remaining dedicated to our long history of excellence and innovation. Through our continued identification of resources, creative and collaborative partnerships, supportive services, and our PIF process itself, we are able to recognize trends in our community, adapt to meet these needs, and improve the overall welfare of our older Lakewood residents and the community as a whole.

III. FY21 PROGRAM BUDGET

1. Expenses

Expense Category	Total Project (A)	CDBG Funds(B)	CDBG % of Total (B/A)
Personnel			
Salaries	\$59,102.25	\$35,000.50	59%
Fringe Benefits	\$9,131.30	\$5,407.58	59%
Sub-Total Personnel	\$68,233.55	\$40,408.08	59%
Overhead & Operations			
Rent/Lease			
Insurance			
Materials & Supplies			
Professional Services			
Postage			
Travel			
Utilities/Telephone			
Insurance			
Equipment			
<i>Other</i>			
Sub-Total Overhead & Ops			
Total Project Costs	\$68,233.55	\$40,408.08	59%

2. Funding Sources

Source	Requested	Committed	Total
Department Funds	\$27,825.47	\$27,825.47	\$27,825.47
CDBG FY20-FY21 CDBG Carry Forward Funds (Est)			
Other (Non-CDBG) Federal			
State			
Local			
County			
Private (Foundations, Individuals, Other)			
Earned Revenue/Fees			
In-Kind/Volunteer (@ \$15/Hour)			
<i>Other</i>			
FY21 City of Lakewood CDBG Funding Request	\$40,408.08		\$40,408.08
Total Funding Sources	\$68,233.55	\$27,825.47	\$68,233.55

IV. FY21 BUDGET NARRATIVE

1. Describe how CDBG funds will be utilized to support the proposed program.

CDBG funding will be utilized to support approximately 22 hours/week of work by the Division of Aging social worker to complete annual and ongoing Participant Intake Forms to assess client needs by collecting vital and up to date demographic information which is in turn used to provide high quality supportive services aimed at addressing seniors needs and furthering their short term and long term goals.

2. Describe how the proposed program would function if it does not receive full amount of requested funding.

The Lakewood Division of Aging is always committed to providing high quality services and supports to its residents. However, CDBG funding is crucial to this goal and is an integral part of insuring that seniors' needs are being met and any trends are quickly identified – a fact, with COVID-19, being needed now more than ever.

3. Describe the department's efforts to develop/leverage other sources of funding to support the proposed program.

The Division of Aging has strong existing partnerships with the Western Reserve Area Agency on Aging, and the Cuyahoga County Department of Senior and Adult Services. The DOA frequently evaluates its opportunities to develop new an innovating programing and strengthen existing options to meet the changing landscape of senior services and the evolving goals and asportations of our seniors.