Dear Supporters,

Thanks for another great year! As we look back at 2018, we remain grateful for your continued support. Your donations, sponsorships and volunteerism have allowed us to expand our services and programming, helped us reach more seniors and allowed us to provide the very best services. You’ve invested your time and your financial resources in the GDA and we’ve prepared this Annual Report to provide you with an accounting of how we did over the past fiscal year; whom we served, what we offered, where we received our operating revenue and how we spent our funds.

We remain focused on serving as a responsible steward of your gifts, grants, and tax dollars. We hope you will continue to be a part of senior services through volunteering, advocacy, and financial support.

We hope this Annual Report gives you some perspective on what we’ve accomplished during the past year.

Sincerely,

Jessica Boalt, MMT, MT-BC, AP-BC
Director, Geauga County Department on Aging
"You are never too old to set another goal or to dream a new dream." - Les Brown

The senior population is growing in every township, village and city in Geauga County. The total senior population is approaching 29,200 with approximately 13,000 individuals accessing services and programs through the Geauga Department on Aging (GDA). The GDA operates on an annual budget of $3.5 million, providing over 30 programs and services. The GDA and its four Senior Centers are managed by 39 staff members and 527 volunteers. We are pleased to share our program highlights from 2018 and look forward to many more years of supporting positive aging by providing Geauga County seniors with programs, services and resources that promote health, wellness, safety, independence and dignity.

Assistance with Daily Living (ADL)*

The Assistance with Daily Living (ADL) Program enables seniors to achieve optimal functioning with activities of daily living skills, as well as to maintain a clean, safe, and healthy environment. Services are provided by homecare contractors in the senior’s private residence.

Total Seniors Served: 193
Total Hours of Service: 14,943
*Program participation fees may apply based upon income-eligibility

Chore and Home Safety*

The Chore and Home Safety Program helps seniors to stay in their homes by assisting with home safety issues, fire prevention, and home safety adaptations. Contractors and GDA staff provide home safety services such as plumbing, heating/cooling, electrical and carpentry work.

Total Seniors Served: 1,135
Total Hours of Service: 8,283
*Program participation fees may apply based upon scope of work
Support Services

GDA staff provides support services to seniors via telephone or in person in an effort to connect seniors to resources and services to meet their needs. Often, staff make calls on the senior’s behalf or even assist with completing applications for local resources.

**Total Seniors Served:** 5,152

22% growth in clients served since 2014

**Total Hours of Service:** 10,114

88% growth in hours of service since 2015*

*Tracking of “Actual Hours” of Support Service began 1/1/2015 at Agency

Information and Referral

The Information & Referral (I&R) Program collects and maintains information on community services in Geauga County. I&R works in partnership with local organizations, businesses and agencies to ensure that accurate and up-to-date information is available to assist Geauga’s seniors with their needs.

**Total I&R Requests:** 28,268

17% growth in requests of service since 2014

Out of County Medical Transportation

The Out of County Medical Transportation Program provides safe, reliable transportation to and from out of county medical appointments. GDA Drivers maintain flexible schedules to meet seniors’ appointment needs.

**Total Seniors Served:** 236

**Total One Way Trips:** 2,173

Senior Center Transportation

The Transportation Program provides safe, reliable transportation to and from our Senior Centers. Seniors can receive transportation at no cost two days a week to the Senior Center closest to their residence, as well as one day a week to a Senior Center of their choice.

**Total Seniors Served:** 162

**Total One Way Trips:** 15,173

2.5% growth in one way trips since 2014

“Aging is not ‘lost youth’ but a new stage of opportunity and strength.”

- Betty Friedan
"Resolve to be tender with the young, compassionate with the aged, sympathetic with the striving, and tolerant with the weak and the wrong. Sometime in your life you will have been all of these."
- Dr. Robert H. Goddard

**Donated Food**
The GDA recognizes that many of Geauga’s seniors struggle with food insecurity. In an effort to assist with the senior hunger issues in the County, GDA collaborates with local food establishments to coordinate the receipt of surplus food items. The surplus food is dispersed among our Senior Centers and made available for seniors to take home.

**Total Seniors Served:** 366

---

**Food & Beverage**
The Food and Beverage Program provides baked goods, seasonal fruit, coffee, tea and juice to seniors who attend the Senior Centers.

**Total Seniors Served:** 1,017  
**62% growth in clients served since 2014**

---

**Home Delivered Meals**
The Home Delivered Meals Program provides homebound seniors a nutritionally balanced lunch and a friendly volunteer for a face to face visit up to five days a week. While the meals provide 1/3 of a senior’s daily nutritional needs, the face to face visit provides socialization to seniors and peace of mind to caregivers. Diabetic and low sodium meals are available upon request.

**Total Seniors Served:** 497  
**44% growth in clients served since 2014**

**Meals Delivered:** 56,423  
**23% growth in meals delivered since 2014**

---

**Congregate Meals**
The Congregate Meal Program provides seniors with a nutritionally balanced lunch up to five days a week at our Senior Center sites. These meals provide 1/3 of a senior’s daily nutritional needs.

**Total Seniors Served:** 549

**Meals Served:** 15,171
The Adult Day Service Program provides enrichment activities to seniors who are in need of a caring, positive and structured environment during the day due to memory loss, cognitive impairment or Alzheimer’s Disease. Adult Day Services are available Monday through Friday and transportation is available.

**Total Seniors Served:** 64

12% growth in clients served since 2014

**Total Hours of Service:** 24,210

18% growth in clients served since 2014

*Participation fees may apply for select classes and programs

---

Senior Centers*

The GDA consolidated from 5 Senior Centers to 4 Senior Centers in 2015 to better serve the needs of Geauga Seniors. Our Senior Centers offer Geauga County seniors ongoing education, creative expressive activities, exercise and wellness classes, cognitive stimulation and trips.

**Total Seniors Served:** 2,654

8.7% growth in clients served since 2014

**Total Hours of Service:** 129,780

32% growth in hours of service since 2015**

---

Senior Centers Annual Census

- **Chagrin Falls Park Senior Center:** 580 Attendees
- **Chardon Senior Center:** 1,599 Attendees
  - 34% growth in clients served since 2014
- **Middlefield Senior Center:** 663 Attendees
  - 61% growth in clients served since 2014
- **West Geauga Senior Center:** 1,106 Attendees
  - 3% growth in clients served since 2014

---

**Adult Day Services***

Taking community seriously not only gives us the companionship we need, it also relieves us of the notion that we are indispensable.”

---

*How does one keep from growing old inside? Surely only in community. The only way to make friends with time is to stay friends with people....
Legal Services*

The Legal Services Program provides seniors confidential legal consultation and assistance with eldercare matters. Services are provided through a contracted law firm. Attorney’s assist seniors with Deed corrections, Wills, Financial Power of Attorneys and Long Term Care Planning.

**Total Seniors Served:** 260

*Program participation fees may apply based upon income-eligibility

Medicare/OSHIIP

Staff trained by the Ohio Dept. of Insurance “Ohio Senior Health Insurance Information Program” are available to answer your Medicare questions. Individual meetings can be arranged or materials can be provided during Medicare Open Enrollment (Oct. 15 to Dec. 7) and throughout the year about the following: Medicare A (Hospital), Medicare B (Doctors), Medicare D (Drugs), Medicare Supplemental Insurance, Medicare Advantage Plans, Financial Help with Medicare B Premiums, Financial Help with Medicare D Premiums & Drug costs.

**Total Seniors Served:** 207

**Total Consumer Savings:** $126,608.00

Volunteers

The Volunteer Program at the Department on Aging provides opportunities for all ages to engage in service activities to positively impact Geauga County seniors. Our volunteer opportunities range from clerical and recreational assistance to Home Delivered Meals drivers. Our volunteers’ dedication and many hours of service are the reason the GDA is able to provide both the volume and quality of our present services.

**Total Volunteers:** 527

**Home Delivered Meals Drivers:** 278

**Miles Driven by Home Delivered Meals Drivers:** 111,709.25 miles

**Volunteer Hours of Service:** 16,255 hours

**Volunteer Cost Savings to GDA:** $474,246.19 ***

***Reflects 2018 Federal Mileage Reimbursement Rates & Hourly Figures from 2018 Bureau of Labor Statistics data, indexed by Independent Sector in April 2018
2018 Revenue

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Levy</td>
<td>$3,122,103</td>
<td>84.25%</td>
</tr>
<tr>
<td>Grants</td>
<td>$260,880</td>
<td>7.04%</td>
</tr>
<tr>
<td>Fees</td>
<td>$213,936</td>
<td>5.77%</td>
</tr>
<tr>
<td>Donations</td>
<td>$108,826</td>
<td>2.94%</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$3,705,745</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

---

2018 Expenses

<table>
<thead>
<tr>
<th>Expense</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$2,086,591</td>
<td>58.73%</td>
</tr>
<tr>
<td>Adult Day Service</td>
<td>$9,362</td>
<td>0.26%</td>
</tr>
<tr>
<td>Chore &amp; Home Safety</td>
<td>$57,586</td>
<td>1.62%</td>
</tr>
<tr>
<td>Transportation</td>
<td>$225,872</td>
<td>6.36%</td>
</tr>
<tr>
<td>Vehicle Expenses</td>
<td>$52,178</td>
<td>1.47%</td>
</tr>
<tr>
<td>Newsletter/Marketing</td>
<td>$44,939</td>
<td>1.26%</td>
</tr>
<tr>
<td>Mileage/Travel</td>
<td>$9,409</td>
<td>0.26%</td>
</tr>
<tr>
<td>Training</td>
<td>$3,457</td>
<td>0.10%</td>
</tr>
<tr>
<td>Cost Allocation</td>
<td>$102,780</td>
<td>2.89%</td>
</tr>
<tr>
<td>Congregate &amp; Home Del Meals</td>
<td>$343,372</td>
<td>9.66%</td>
</tr>
<tr>
<td>ADL Program</td>
<td>$228,555</td>
<td>6.43%</td>
</tr>
<tr>
<td>Legal Services</td>
<td>$50,302</td>
<td>1.42%</td>
</tr>
<tr>
<td>Community Outreach &amp; Recognition</td>
<td>$19,762</td>
<td>0.56%</td>
</tr>
<tr>
<td>Office &amp; Building Expenses</td>
<td>$222,898</td>
<td>6.27%</td>
</tr>
<tr>
<td>Senior Center Programs</td>
<td>$95,720</td>
<td>2.69%</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$3,552,783</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>

“Salaries & Benefits” indicate direct service provision and administrative support for programs and services.
Other Notable Services at GDA

- **Senior Newsletters Mailed:** 64,304
- **Senior Farm Market:** 350 Seniors Served
- **Title XX Transportation Vouchers:** 76 Seniors Served
- **Tax Assistance:** 464 Seniors Served
- **Donated Medical Equipment Program**

GDA Staff

- Chris Anspach—Fiscal Officer
- Christine Bacon—Recreation & Education Coordinator
- Kristen Bibby—Home Delivered Meals & Vol. Coordinator
- Jessica Boalt—Director
- Rudy Breunig—Senior Transportation Coordinator
- Millissa Brosch—Recreation & Education Assistant
- Leah Byler—Information & Referral Assistant
- David Craig—Recreation & Education Assistant
- Deana Catucci—Information & Referral Assistant
- Sherri Davis—Information & Referral Assistant
- Bob Debevits—Chore and Home Safety Coordinator
- Natalie Dolezal—Recreation & Education Coordinator
- Hannah Dussing—Adult Day Service Aide
- Reba Dykes—Administrative Services Manager
- Karen Fueger—Food Service Coordinator
- Bernadette Gliha—Financial & Eligibility Specialist
- Nathan Gorton—Recreation & Education Assistant
- Shaunna Gyorki—Recreation & Education Assistant
- Kathy Hartz—Transportation Driver
- Elviria Jackson—Adult Day Service Aide
- Vicki Krueger—Adult Day Service Coordinator
- Debbie Markovic—Information & Referral Assistant
- Sandy McLeod—Senior Centers Supervisor
- Becky O’Reilly—Recreation & Education Coordinator
- Rita Painter—Adult Day Service Aide
- Natalie Pajk—Social Services Worker
- Peggy Peters—Food & Services Aide
- Kathy Petrella—Assistant Director
- Bill Phillips—Community Outreach & Marketing Coord.
- Megan Pizzino—Case Manager
- Magaly Rios—Recreation & Education Assistant
- Cherrie Roth—Transportation Driver
- Ed Shortridge—Maintenance Coordinator
- Karen M. Stone—Internal Operations Manager
- Karen L. Stone—Adult Day Service Aide
- Jeff Thomas—Transportation Driver
- Michelle Warren—Social Services Worker
- Amber Weinhart—Recreation & Education Coordinator
- Cathie Wells—Asst. Adult Day Service Coordinator
- Melissa Wheeler—Recreation & Education Assistant

Special Thanks

- Annual Meeting Committee
- Geauga County Board of Commissioners
- Sisters of Notre Dame
- GDA Advisory Board

GDA Staff & Volunteers
- Geauga County Residents
- WRAAA