47th

The Licking County Aging Program, Inc.

Annual Report 2019

OUR MISSION

To improve the quality of life for Licking County senior citizens by contributing to their independence and healthy lifestyles.

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PRESIDENT'S MESSAGE

Holly Slaughter, *President*
Licking County Aging Program Board of Directors

The Annual Meeting and Report is a time to reflect and commemorate achievements. In 2019, there was much to celebrate at the Licking County Aging Program (LCAP).

One of the highlights was LCAP's first expansion into a community beyond Newark. Although our mission is to serve residents throughout Licking County with meals, home services and transportation, this was the first time that LCAP had established a physical presence outside of the county seat. In October, we began leasing space in the newly renovated Licking County Family YMCA - Western Branch facility in Pataskala. Immediate plans are to provide activities at the location, with the potential of a future plan expansion. Our initial events included Popcorn and a Pix, Evening Entertainment, several craft demonstrations and a public safety presentation by Deputy Karen Dunlap from the Licking County Sheriff's Office.

During the past year, LCAP has implemented new technologies in an effort to achieve our goal to become a paperless organization. Electronic tablets are now being used to coordinate meal deliveries, transportation services, personal care, homemaking and chores. All services are time stamped and the client's signature is captured digitally, then uploaded automatically to cloud storage. Office staff can track the progression of services and provide accurate information to clients concerning service timing. The use of tablets eliminates the need for tedious daily documentation and ensures accurate billing information.

The greatest achievement in 2019 was the passage of the Licking County Senior Services Levy in November. The renewal levy received more than 70 percent of the vote. The Citizens for Seniors Political Action Committee volunteers planned and executed an excellent promotional campaign to justify the need for services funded by the levy. The funding, which will continue through 2025, is critically important for the Aging Program – the financial resources equate to 70 percent of LCAP's overall revenue.

It has been my pleasure to serve as Board President of this organization. The staff are extremely dedicated individuals who are deeply committed to those we serve. Additionally, the Board of Directors is devoted to providing the resources that are crucial for staff success. As the Licking County population continues to age, I believe that LCAP is well-positioned for future success.

"The Citizens for Seniors Political Action Committee volunteers planned and executed an excellent promotional campaign to justify the need for services funded by the levy."

HISTORY OF THE LICKING COUNTY AGING PROGRAM

Plymouth United Church of Christ
55 N 4th St. Newark, Ohio

Zerger Hall Senior Center
745 E. Main St. Newark, Ohio

Making a difference in the lives of Licking County Senior Citizens and their families for over 47 Years

In 1972, the Licking County Aging Program was officially incorporated with the Secretary of State's office. We started in the basement of the Plymouth United Church of Christ as a way to bring a weekly lunch, activities and volunteer opportunities for senior citizens in Licking County.

Some might remember the agency located in the old Doneff's Bakery, the old Children's Home gymnasium, and Zerger Hall Senior Center. In the summer of 2012, under the direction of Executive Director Dave Bibler, a new home for the agency was born in the former Miller's restaurant building located at 1058 E. Main St. in Newark. With the additional space, the agency also moved the Adult Day Care Center under the same roof.

In efforts to expand activities to the seniors citizens in western Licking County, a groundbreaking partnership was formed between Central Ohio Technical College, YMCA Western Branch (Pataskala), and the Licking County Aging Program. The YMCA Western Branch has been under new construction since January 2019, and is currently in Phase II. We held our first event at the YMCA Western Branch on October 21st 2019, and now offer a wide variety of activities each month.

LCAP Today

Heritage Hall Senior Center
1058 East Main St. Newark, Ohio

YMCA Western Branch (Pataskala)
355West Broad St., Pataskala, Ohio

WHO WE ARE...

The Licking County Aging Program is the largest senior center in the county and the first senior center in the State of Ohio to receive certification from the Ohio Association of Senior Centers.

At the Licking County Aging Program, we offer a variety of programs and services including Meals on Wheels, home services, non-emergency medical transportation and volunteer opportunities at social and recreational events. These services help older adults remain active, engaged and independent in their communities.

BOARD OF DIRECTORS

Holly Slaughter ..... *President*
Candy Wade ..... *Vice President*
Olivia Biggs ..... *Secretary*
Tim Reichert ..... *Treasurer*
Tim Cooper ..... *Past President*

MEMBERS:
Tony Adams, R.Daniel Bauer, Erin Curtis, Erin Kelly, Jennifer McDonald, Richard Ramseyer, Rob Springer, Bart Weiler, Kelly Wilson

KEY STAFF MEMBERS

Dave Bibler ..... *Executive Director*
Marti Fuller ..... *Associate Executive Director*
Bonnie Morton .... *Community Outreach Director*
April Sharp .....*Home Services & ADC Director*
Shari O'Neil ..... *Human Resources Director*
Mark Dinsdale ..*Transportation/Facilities Director*
Amanda Mikulski ..... *Management Associate*

2019 STAFF HONOREES

Congratulations on your service anniversary! You have been a significant part of our team and we couldn't imagine our workplace without you. Thank you for your hard work and dedication in making a difference!

Joanne Davis
30 years

Jim Applegate
5 years

Jeff Chapman
5 years

Pam Kerns
5 years

Mike Offenberger
5 years

Amy Penrose
5 years

Tammey Wemmer
5 years

Ron Whisner
5 years

PAST COMMUNITY SERVICE AWARD RECIPIENTS

Community service is a vital part of the Licking County Aging Program's heritage. There are those who have gave so much, and the Licking County Aging Program is proud to recognize their hard work with our community service award. Knowing we didn't arrive at this point without a little help in the past, let us mention our past recipients.

2018
Bob Pallagi
Denison University

2017
Veronica Sforza
Mark Schmittgen of Heartland Orchard
Shawn Schmittgen of Heartland Orchard

2016
Mary Lindsey
LICCO Incorporated

2015
Rachel Powell
Park National Bank

2014
Charles Cooperider
Doug Pricer of WCLT

2013
Amanda Morrow
Ruth Anne Jones of Arlington & Heath Care Centers

2012
Janet Spear
Skip Salome
Carol Salome

2011
Roy Wells

2019 COMMUNITY SERVICE AWARD RECIPIENTS

The Licking County Aging Program values all of its volunteers and community supporters. We wish we could give awards to all of you. This year, we will present the 2019 Community Service Award to two recipients, who represent all of those who dedicate and volunteer their time to helping seniors.

Linda Wright

Linda Wright was born and raised in Licking County. In 1962, she graduated from Utica High School, where she met and married her High School sweetheart of fifty-seven years. Together, they raised two lovely daughters that have blessed them with the love of five grandchildren.

Linda truly embodies the word volunteering and is always willing to take on tasks none too big or too small. For more than five years, Linda has selflessly donated her time to the Licking County Aging Program. A few examples of how she spends her time while volunteering at LCAP are:

- From January-April, she schedules and manages many seniors as an AARP volunteer. This service offers a free tax service to Licking County seniors.
- Newsletter Day Volunteer Lead, Trainer and makes reminder phone calls.
- Annual Car Show.
- Senior Living Expo at COTC/OSU.

Linda's commitment to her community and volunteering go back further than just her time with LCAP. For more than twenty years, she spent every Friday night behind the scenes sometimes in the freezing cold serving up hot chocolate and the perfect snacks for parents and fans at Licking Valley High School Football games, and her children did not even play. She did it for the fun and enjoyment she received from helping others. Linda's commitment did not stop with the football season. While others were resting up for fall, she dove right into lending her hand to help serve concessions during basketball season too. Up until three years ago, you could catch her friendly smile behind one of the counters serving up team spirit and community pride.

Linda is a true pleasure to be in the company of. She's funny, witty and just an exceptional woman. Her smile and laughter fills the room. No matter what task she is given, she handles herself with such grace, composure and dignity. Linda's kind heart, compassion, and commitment to our mission has forever left an imprint in our hearts and seen throughout our halls. We here at the Licking County Aging Program feel privileged to honor Linda with our 2019 Community Service Award.

AARP Foundation Tax-Aide

For over 11 years, Jim Holton and the AARP Foundation Tax-Aide service have been helping the Licking County Aging Program continue to provide a critical and viable service to seniors throughout Licking County. Through their free income tax, prep program Jim and other IRS certified volunteer Tax-Aides have been able to offer free tax preparation assistance February 1st through April 15th, at Heritage Hall Senior Center. Now in its 52nd year, Tax-Aide has helped more than 68 million low and middle-income taxpayers, and named the fourth largest tax provider in the states.

Every year Jim volunteers to spearhead this program and spends hours planning and evaluating the process while looking for opportunities to service more clients. AARP, Jim and his volunteers' service over 900 seniors each year, preparing over 800 tax returns and providing 300 question and answer consultations at Heritage Hall. They are willing to come back mid-year for consultations over questions or audits. Without the dedication of Jim and his volunteers, this program would not be sustainable. We would like to thank Jim, the AARP Foundation Tax-Aide, for their valuable addition they bring to the Licking County Aging Program. For that reason, we are recognizing AARP Foundation Tax-Aide as the business recipient of our Community Service award for 2019. We here at the Licking County Aging Program are truly pleased to collaborate with AARP, Jim and his team of volunteers.

COMMUNITY OUTREACH

Bonnie Morton
Community Outreach Director

Keeping seniors active and the community informed has always been the top priority for the Community Outreach department. In 2019, we increased the number of activities and events to over 370. Throughout the year we offered; health & wellness classes, educational presentations on important safety topics, cooking classes, tech-savvy classes, Matter of Balance & Chronic Disease Self-Management workshops, movie matinees, evening entertainment performances, monthly Friday Flings and Pet Care Clinics. We also welcomed a wide variety of clubs that meet at Heritage Hall and throughout Licking County such as the Walking Club, Put-Put Golf and our monthly Breakfast Club.

We continue to take events on the road, like our Annual Homecoming at the KOA Campground in Buckeye Lake. It was great to see everyone having a good time roasting hot dogs, making s'mores, enjoying hayrides and the crowning of this year's LCAP Homecoming King and Queen. The annual Senior Living Expo and Car Show attendance continues to grow as well. We are grateful for the over 150 invitations we received to present to senior groups, local business and at community events.

One of our most exciting announcements last year is our collaboration with Central Ohio Technical College and the YMCA Western Branch (Pataskala). This partnership gives us the opportunity to have a physical location and expand our events and activities in western Licking County. While the YMCA's renovations were in full swing, we were still to able have a soft opening in October. We offered evening entertainment with comedian Mary Miller, Popcorn and Pix, and a variety of informative presentations. Collaborations such as this one and with the Licking County Sheriff's Office, Humane Society, Licking Memorial Hospital and many others gives us access to important resources that we can share with seniors.

It was also an exciting year to travel. With the assistance of the Senior Levy funds, we were able to offer eight different travel adventures for seniors to enjoy. I have a long list of locations that seniors would like to visit and I look forward to planning some of them for next year.

All of these fun activities, trips and pertinent information is highlighted in our Heritage Times bi-monthly newsletter. We print 10,000 newsletters every other month; have a mailing list of 6,000 and hand deliver the rest. Seniors tell me all the time they can't wait to get the next edition, so they can start planning their schedules.

Our Smilemakers continue to make friendly well-being calls to over 130 homebound seniors, that's over 5,800 smiles this year. They enjoy talking to each senior and if they notice something doesn't seem right with their client, they will take additional actions to make sure the client is ok. We had a situation when a Smilemaker was talking to a client and noticed the senior seemed distressed. The Smilemaker reached out to one of our Social Workers and with the care and concern of these two LCAP employees, a terrible tragedy was avoided. This is just one example of the passion and dedication the LCAP staff has for the senior citizens in Licking County.

I continue to feel honored to be the director of the Community Outreach department. The events, activities, newsletter, calls to seniors and many other facets of the Community Outreach department would not be successful if it was not for the creative team I have. I would like to thank each one of them for their tireless dedication to the agency and most importantly to the seniors.

"In 2019, we increased the number of activities and events to over 370."

HOME SERVICES / ADC

April Sharp
Home Services and ADC Director

At the Licking County Aging Program, we bring life and a friendly smile with all of our services. One of our biggest successes in 2019 was full implementation of the ServTracker computer software to capture client visits. Our homemakers and aides not only rely on their tablets for their client visit information, they also use it as a resource to MapQuest their route. ServTracker has drastically reduced paperwork, made reporting more efficient, and saves time each month on billing and reporting.

Overall, our monthly client count is down about 75 clients over the course of the year, down to 600/month. Service numbers fluctuate continually due to various client circumstances such as Nursing Home placement, moving in with a family member, Assisted Living, and unfortunately death. We average 4 client cancellations each day, with half being same day call-offs. These cancellations average 50 hours of lost time each month for our homemakers and personal care aids.

Our current Homemaking waitlist has 10 high priority, 25 Medium and 40 low priority clients. There are 31 clients waiting for Personal Care, 5 high priority, and 7 medium priority. The average time from the date the Case Manager approves services to placement with an aide/homemaker is usually within 90-days. We continue to face continual challenges to remain fully staffed, which also directly affects the yearly service units.

We have seen a drastic decline in the community's need for in-home respite services over the past year. Due to a lack of demand, we did not re-contract for the Alzheimer Respite Funds for 2019/2020 year. We will continue to utilize our National Family Caregivers Funds to help those in need of respite services.

With the retirement of a Case Manager this past year, we were able to continue moving forward and make a smooth transition to 3 Case Managers due to efficiencies that were put into place. Our Case Managers work hard each day to determine the appropriate services needed at each home assessment/re-assessment. Whether a client needs homemaking, personal care/respite, meals on wheels, social services or chore assistance, our Case Managers see to it that each client's needs are met.

Our Social Services added a full time case manager, Samantha Fitz. Samantha came to LCAP with a heart full of compassion and a strong will to learn and help our seniors. Samantha's drive to learn has paired well with Linda, and together they make a very resourceful team that served 16.3% more clients over last year! We have seen increased community needs for financial hardships, affordable housing, medication expenses, and mental health. Linda serves on several boards, actively advocating for our seniors health and wellness, modes of transportation and housing for the homeless. The collaboration and mutual respect of working together with multiple agencies and community leaders enables better services for our community.

In our Adult Day Center we seen a 25% increase in the number of clients served, with 55, compared to 41 in 2018. A new outdoor man lift was installed to provide easy access into our Day Center. We continue to average about 15 clients each day, with a maximum capacity up to 20.

Through our Integration contract with the Licking County Board of DD, we enrich the lives of 34 seniors with disabilities. Participants enjoy time at our Congregate Dining site for lunch and possibly a game of bingo, cards, dice, or a craft project. With these daily interactions, we are breaking down the societal stigma associated with mental health and those with disabilities.

As the Home Services Director, I look forward to the challenges of the New Year, to create better processes, to serve clients better, and to open the doors for intergenerational client services. Thank You.

HUMAN RESOURCES

Shari O'Neil
Human Resources Director

I joined the LCAP staff in June as the HR Director, and have been made to feel welcome from day one. I've been very busy learning the new Paycom system, getting to know all the employees, the workings of each department at LCAP and getting myself out in to the community. Everyone has been accepting and patient. HR wears many hats. You find yourself being information consultant, counselor, teacher, safety person and cheerleader. Human Resources contributes to all the departments at LCAP in some way or another. HR includes Payroll, Workers Compensation, Unemployment, Recruiting, Hiring, Bookkeeping, Recordkeeping, Training, and the Employee Care Fund (APEC).

The Human Resource Department has been busy, as usual in 2019. Overall we hired 41 new employees and 47 left LCAP last year. We had 8 work-related injuries that needed to be seen by a physician and only 5 of those with lost days from work. LCAP participates in several BWC rebate programs and we have received savings of over $25,000 in 2019.

Our APEC Committee, Amanda Mikulski, Norma Crawmer, Linda Havens, Irene Veatch, Dave Deuschle, and Shannon Willis worked very hard to put on a very festive, very successful, Staff Christmas Party held on December 20th. We had 84 in attendance.

"I am very grateful for the entire LCAP staff that works hard to make it possible for so many of our Licking County Seniors to come to Heritage Hall and enjoy so many fun activities throughout the year!"

NUTRITION

Marti Fuller
Interim Nutrition Director

Greetings from the Interim Nutrition Director!

2019 was a busy year in the Nutrition Department with 246,014 meals served to 1,844 individuals. Since a new decade begins this year, I thought it would be interesting to look at the number of meals served during the past 10 years. 6,724 clients received 2,578,231 meals! That is a lot of cooking!

They say the kitchen is the "heart of the home" and we certainly feel our kitchen at Heritage Hall is the heart of our LCAP home. Not only does our kitchen staff prepare meals for the Congregate sites and Home Delivered Meals, they also make sure we have snacks for our evening events, staff meetings and monthly events such as Friday Flings. I would be remiss if I neglected to mention the flawless results of the health department inspections which are conducted twice a year. It's almost unheard of to have no findings, as I'm sure you are aware of if you read published inspection reports. Kudos to our kitchen staff!

Our meal delivery drivers continue to be an important link between our agency and our clients. Meals on Wheels was founded on the principle of combining nutrition with social interaction. A healthy meal is definitely important for those who receive our meals, but for many, the daily visit from a friendly person is just as valued. Many clients and their families feel a sense of relief knowing someone will be checking on their loved one daily. Thank you to our meal drivers who take this responsibility seriously!

I imagine many of you saw the increased visibility of Meals on Wheels of America on television this year as they ran the "More than a Meal" and "Let's do Lunch" campaigns. This was in response to proposed cuts in funding for senior services through the Older Americans Act (OAA), also known as Title III. You may also know a new, bipartisan bill was recently approved by the House of Representatives and Senate. At the time of this writing, the "Dignity in Aging Act of 2019" is expected to pass with slight modifications. This is a reauthorization of the OAA which provides aging Americans with the support they need to age independently and with dignity. This bill will extend the OAA for 5 years with an increase in funding of 7% in 2020, and a 6% funding increase each year from 2021-2024.

We are so fortunate in so many ways to be able to provide the services offered at LCAP. It's really eye opening to "talk shop" with other senior service providers across Ohio. I recently attended a training seminar in Florida and met many individuals managing agencies across the country. Very few senior service providers are able to be a "one stop shop" offering such a vast array of services and programs that we offer at LCAP. We could not do it without the commitment of our staff, the support from local residents and business partnerships throughout the entire county.

And to think, it all began with a handful of meals being served at a church in 1972.

"A healthy meal is definitely important for those who receive our meals, but for many, the daily visit from a friendly person is just as valued."

TRANSPORTATION / FACILITIES

Mark Dinsdale
Transportation / Facilities Director

It was a busy year for the Transportation and Facilities Department. We welcomed Bob Severance as a medical driver this year. Sadly, we said goobye to one of our favorite drivers David Wilson who passed away in 2019, he will be missed for his cheerfulness and dedication to serving our seniors.

Our Medical drivers provided over 175,000 miles of accident free passenger trips this year. Administrative Assistants, Shannon Willis and Norma Crawmer dispatched over 11,085 medical and congregate passenger trips and over 1,340 hours of Chore program services. I want to applaud Brandon and Norma for keeping our Chore program going strong and beyond when needed. Our weekly grocery shopping continues to be a hit and our patronage is increasing, we have added fun stops like our local orchards and the Velvet Ice Cream shop.

As part of our continuous improvement efforts, we focused on updating and improving the interior and exterior of 1058 E. Main St. and 123 S. 3rd St. locations. As you walk through our facilities, you can see the numerous upgrades. Most notably, the very much needed kitchen lighting and steam table upgrades, magnetic fire door locks for high use areas, installation of a new platform lift for the Adult Daycare Center, and the painting of the banquet hall.

We continue our partnership with the Licking County Transit, Catholic Social Services and other local agencies. This helps us provide the much-needed transportation to our clients with minimal overlap of services, reduced wait times, and increased efficiency.

The Transportation, Facility, and Chore teams continue to do a great job in serving our clients both internally and externally, every team member goes above and beyond on a daily basis. I am proud to have each one of them on the team; they constantly prove they are dedicated to the job of serving the seniors of Licking County.

"I want to applaud Brandon and Norma for keeping our Chore program going strong and beyond when needed."

HOW TO GET INVOLVED

Everyone can make a difference.

- Make a single donation or set up an ongoing payment plan. For ease of payment, you can donate online by visiting The Licking County Aging Program's website at www.lcap.org or mail your donations to:

  The Licking County Aging Program
  1058 E. Main Street
  Newark, OH 43055

- See if your company has a matching gift program so your gift will make twice the difference.

- Make a donation in honor or in memory of someone important to you. Give a gift to commemorate a birthday, an anniversary, as a thank you, or for a special occasion. It's a gift like no other, knowing that you have made a unique contribution in someone's name that will help many others.

- Leave a legacy through Planned Giving at the Licking County Aging Program. There are many options available.

- Volunteer for a program or event or provide in-kind services.

Your generosity of spirit and support can make a difference in the lives of thousands of seniors by becoming involved at The Licking County Aging Program.

Thank you!
The Licking County Aging Program

Licking County Aging Program, Inc.

Statement of Operating

Revenues & Expenses

January 1, 2019 - December 31, 2019

REVENUE	2018	*2019
Contributions	$170,318	$163,622
United Way	$20,695	$18,314
Senior Services Levy	$3,400,000	$3,400,000
Federal & State Funding	$875,094	$862,717
Interest Income	$26,871	$42,629
In-kind Donations	$194,158	$200,824
Contracted Services	$138,644	$151,023
Other Revenue	$164,247	$224,248
TOTAL INCOME	**$4,990,027**	**$5,063,377**

EXPENSES	2018	*2019
Salaries	$2,275,291	$2,484,133
Payroll Taxes and Benefits	$402,806	$432,486
Audit	$38,899	$40,578
Contractural/ Consultant	$68,559	$103,574
Office Supplies	$18,595	$13,005
Medical Supplies	$1,757	$2,313
Cleaning Supplies	$15,217	$10,548
Kitchen Supplies	$92,598	$91,681
Food	$618,218	$626,182
Telephone	$22,547	$23,695
Postage and Shipping	$12,761	$5,082
Building Maintenance & Occupancy Costs	$122,493	$52,820
Equipment Rental & Maintenance	$46,193	$24,211
Printing and Publications	$9,216	$12,691
Vehicle Expenses	$140,734	$140,851
Training	$5,658	$16,539
Membership Dues	$4,436	$3,484
Awards and Prizes	$1,860	$8,416
Insurance and Bonding	$62,532	$43,763
Equipment & Improvements	$220,956	$367,140
Special Events	$17,699	$19,196
In-Kind	$194,158	$200,824
Utilities	$76,036	$64,735
Other Expenses	$307,746	$343,443
TOTAL EXPENSES	**$4,776,965**	**$5,131,390**

**not final numbers*

Licking County Aging Program, Inc

Service Units

January 1, 2019 - December 31, 2019

NUTRITION	2018	2019
Congregate Meals	19,371	18,334
Home Delivered Meals	205,102	196,632
Passport	28,703	24,653
Ensure	736	577
Other Nutrition	3,916	6,395
NUTRITION TOTALS	**257,828**	**246,591**

HOME SERVICES	2018	2019
Personal Care	7,365	5,746
Homemaker	21,892	21,735
Respite	1,659	164
Alzheimer's Respite PC	252	201
Passport	2,651	2,791
Social Services Case Management	1,924	2,237
Adult Day Services	3,290	2,772
Emergency Response Systems	157	102
HOME HEALTH TOTALS	**39,190**	**35,748**

TRANSPORTATION	2018	2019
One-Way Transports	7,838	8,879
Carol Strawn, Board of DD, HHACD	3,354	3,265
Chore	1,360	1,340
TRANSPORTATION TOTALS	**12,552**	**13,484**

CENTER	2018	2019
Health Related Services	8,356	7,393
Social/Rec/Educ. Services	20,261	20,597
Personal Assistance	1,145	1,127
Smilemaker	5,338	5,857
Site Activities	2,938	3,067
Recreational Trips	370	559
Volunteer Hours	13,002	13,737
CENTER TOTALS	**51,410**	**52,337**

AGENCY TOTALS	**360,980**	**348,160**

The Licking County Aging Program, Inc.

Heritage Hall Senior Center
1058 E. Main St. Newark, OH 43055

PHONE: 740.345.0821
800.452.0097

FAX: 740.349.8003

Stay in touch by following us online at www.lcap.org or:

Facebook:
Licking County Aging Program

Twitter:
@agingprogram

Instagram:
lcap_lickingcounty

Senior Levy Fund
Licking County, Ohio

United Way
Community Partner

COAAA
CENTRAL OHIO
AREA AGENCY ON AGING

LICKING COUNTY
Board of
DEVELOPMENTAL DISABILITIES