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| <b>Organization</b>               | City of Lakewood, Department of Human Services/<br>Division of Aging |
| <b>Organization Type</b>          | Municipal Government                                                 |
| <b>Address</b>                    | Cove Community Center<br>12525 Lake Avenue, Lakewood, OH 44107       |
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| <b>Department Director</b>        | Chad Berry                                                           |
| <b>Federal Tax ID #</b>           | 4-6001633                                                            |
| <b>DUNS #</b>                     | 020629093                                                            |
| <b>Project/Program Name</b>       | Senior Supportive Services                                           |
| <b>Total FY26 Project Budget</b>  | \$115,527                                                            |
| <b>FY26 CDBG Funding Request</b>  | \$86,247                                                             |

**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

## **I. ABSTRACT**

The City of Lakewood Department of Human Services, Division of Aging (DOA), respectfully requests \$86,247 in FY2026 Community Development Block Grant (CDBG) funding to strengthen its Senior Supportive Services program.

Lakewood is home to 9,803 residents aged 60 and older. Of this group, 11.8% live at or below the federal poverty line, and an additional 88.2% live just above it—demonstrating widespread economic vulnerability among older adults. As this population continues to age, they face compounding psychosocial, financial, and age-related challenges that require responsive and coordinated community support.

Demographic trends point to growing demand for these services. By 2030, Ohio's population aged 60 and older is projected to increase by 33.4%, comprising 26.3% of the state's total residents. Within that growth, widowed women living alone are especially at risk of poverty, isolation, and disability—conditions that often go unaddressed without local, long-term interventions.

The DOA will enhance service delivery by using innovative tools, including the Participant Intake Form (PIF) and the cloud-based MySeniorCenter platform. These systems streamline intake, improve data-driven outreach, and enable timely and effective crisis response. They also support staff in identifying patterns and addressing emerging needs with greater precision.

CDBG funds will support the salaries of two full-time Licensed Social Workers, who are essential to the delivery of these services. The program expects to serve approximately 1,000 Lakewood residents aged 62 and older who meet HUD low- to moderate-income criteria. Eligible participants will receive individualized support through the following services:

- Problem Identification: Responding quickly to concerns, questions, or unmet needs.
- Navigating and Accessing Services: Helping seniors locate and secure essential resources and benefits.
- Ongoing Support: Offering consistent guidance and advocacy to both seniors and their caregivers.
- Social Engagement: Facilitating access to programs that reduce isolation and promote connection.
- Coordinating Core Services: Ensuring seamless access to transportation and nutrition programs provided by the Division of Aging.

These services aim to preserve the independence, dignity, and overall well-being of Lakewood's older residents. By investing in this work, the City continues its commitment to an age-friendly community where seniors have the resources and relationships they need to thrive.

## **II. PROJECT NARRATIVE**

### **1. Community Needs Addressed**

Projected demographic trends point to a substantial rise in Ohio's senior population. The number of residents aged 65 and older is expected to increase by 40%, with those over 80 growing by 46%, while the state's overall population will grow by only 2%. According to Miami University's Scripps Gerontology Center, this shift demands a continued focus on prevention, innovation, and service system efficiency to address the expanding and complex needs of older adults.

The Ohio Department of Aging emphasizes that older adults overwhelmingly prefer to remain in their homes and communities, close to loved ones. However, for many, limited income, inadequate support networks, and physical or mental decline create significant barriers to aging in place. These seniors are more likely to experience food insecurity, social isolation, and compounding health concerns. High-quality, person-centered services are essential to ensure their safety, stability, and long-term well-being.

### **Challenges Facing Lakewood's Seniors**

As the senior population in Lakewood grows, so do the risks they face. Age-related physical and cognitive decline, reduced mobility, limited social connection, and lack of caregiver support can all compound the challenges of maintaining independence. Many older residents and their families turn to the Division of Aging (DOA) for help navigating benefits and accessing vital services, such as affordable housing, utility and food assistance, in-home support, mental health care, and transportation. The demand for these services continues to rise as seniors and their caregivers seek reliable guidance and long-term support.

## Increased Engagement Through the Cove Community Center

The opening of the Cove Community Center has significantly improved access to services, particularly among seniors living in Lakewood's densely populated east end. The location has become a central access point for programming, leading to an increase in Participant Intake Forms (PIFs) and a surge in demand for supportive services. This growth reflects both the community's trust in DOA and the deep need for accessible, coordinated care.

## Resilience and Vulnerability

Resilience is defined by the American Psychological Association as the ability to adapt in the face of adversity, trauma, or major stress. Among older adults, resilience can be compromised by isolation, physical and mental decline, or lack of access to support. Seniors become especially vulnerable when confronted by events such as elder abuse, financial instability, or health emergencies without the resources to recover. DOA's social work model is designed to reduce this vulnerability and build up protective support systems to help seniors maintain control and dignity in their daily lives.

## Case Study: Demonstrating DOA's Impact

When a concerned neighbor contacted the Division of Aging about Jorge, an older adult living alone in a rented home, DOA social workers responded promptly. Jorge was known in the neighborhood for his extreme clutter, but few people knew he was also experiencing severe depression and isolation. He was skipping meals and had no reliable support network.

Using the Participant Intake Form (PIF), DOA social workers conducted a thorough assessment and learned that Jorge had once held several professional roles but had gradually become withdrawn. He expressed a desire to change his living situation and reconnect with others.

DOA quickly connected Jorge to the Home Delivered Meals program to address his nutritional needs. They also referred him to mental health and hoarding disorder counseling through the Benjamin Rose Institute. Recognizing the importance of a fresh start, the social worker helped Jorge identify and secure a new apartment within Lakewood. LakewoodAlive and the Lakewood Community Services Center collaborated to support his move.

Today, Jorge lives in a new home with on-site support from a service coordinator. He receives regular meals, participates in occasional programs at the Cove Community Center, and continues to work with Benjamin Rose counselors. His growing engagement with peers and his renewed connection with DOA staff has improved his quality of life, safety, and sense of belonging.

## Conclusion

The projected surge in Ohio's senior population, coupled with the specific needs of Lakewood's older residents, reinforces the urgency of sustained, person-centered services. The Division of Aging is committed to expanding its capacity, using the Cove Community Center to engage seniors more effectively, and helping residents like Jorge thrive in their community. Through these efforts, the City of Lakewood will continue to foster resilience, dignity, and connection for its aging population.

## 2. Primary Goals & Objectives

The primary goal of the Division of Aging's Senior Supportive Services is to help at-risk Lakewood residents realize their full potential by supporting their independence, safety, and overall quality of life.

**Primary Objective 1:** Strengthen data-driven service delivery through consistent use of the Participant Intake Form (PIF) to better understand and address the needs of Lakewood's older adults, while identifying and reducing potential risks.

- **Sub-objective:** Assist seniors and caregivers in identifying challenges and developing practical, solution-oriented strategies.
- **Sub-objective:** Encourage healthier lifestyle choices that empower seniors to take an active role in managing their well-being.
- **Sub-objective:** Improve access to essential services such as nutrition and transportation through streamlined coordination within the Division of Aging.
- **Sub-objective:** Increase seniors' awareness and understanding of potential risks, enabling proactive decision-making and self-advocacy.

**Primary Objective 2:** Provide ongoing support to identify, engage, and assist vulnerable seniors in the community.

- **Sub-objective:** Promote positive social interactions and opportunities for connection among older adults to reduce isolation.
- **Sub-objective:** Increase awareness of local resources and programs available to support seniors' needs.
- **Sub-objective:** Help seniors access key community-based services that promote stability and independence.
- **Sub-objective:** Advocate for the right of older adults to make informed decisions and maintain autonomy in their lives.

### **3. Program Design, Uniqueness & Innovation**

From 2010 to 2030, Ohio is projected to experience a significant demographic shift, with the population of individuals aged 60 and older expected to grow by 33.4%. In contrast, the state's overall population will grow by just 0.7%. By 2030, older adults will make up 26.3% of Ohio's total population—an increase that will reshape community needs and service delivery across the state.

The Division of Aging (DOA) is proactively preparing for these changes, looking ahead not just over the next five years, but through the next two decades. DOA has adopted a forward-thinking strategy that emphasizes real-time data collection, community partnerships, and targeted innovation to support Lakewood's aging population. Central to this effort is the ongoing use of the Participant Intake Form (PIF), which allows DOA to respond to immediate needs while also informing long-term planning.

As the central access point for senior-related services and resources in Lakewood, DOA plays a vital role in ensuring older residents have access to the right supports at the right time. The Department of Human Services works in close collaboration with DOA social workers, other City departments, and local organizations to coordinate care and share resources effectively. This networked approach ensures Lakewood remains a community that values and supports aging with dignity.

The design of the Senior Supportive Services program reflects this collaborative, community-centered approach and positions Lakewood as a leader in inclusive and adaptive senior services. Key elements of the program include:

- **Proactive Demographic Planning:** DOA continuously monitors and responds to demographic trends, positioning itself to address the evolving needs of Lakewood's senior population through strategic foresight.
- **Data-Driven Insights:** The PIF process captures timely, relevant data on service needs, risks, and demographic patterns, enabling both immediate responsiveness and long-term program development.
- **Collaborative Approach:** By maintaining strong partnerships with city departments and community-based organizations, DOA builds a coordinated safety net that maximizes impact and avoids duplication.
- **Innovative Solutions:** DOA develops and implements creative, responsive strategies that reflect the diverse experiences and needs of older adults in Lakewood.
- **Community Engagement:** Seniors are not just recipients of care—they are active participants in shaping the services they use.

DOA's commitment to inclusion ensures programming remains relevant, accessible, and reflective of community voices.

Through this integrated model, the Division of Aging is fostering a community where older adults can age safely, confidently, and with dignity. By maintaining a long-term vision and responding to both current and emerging needs, Lakewood is well-positioned to support its aging population now and into the future.

### **4. Target Population(s)**

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

### **5. Geographic Service Area**

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

### **6. Services Provided & Delivery Strategy**

In times of health emergencies or disruptions to daily living, older adults often experience increased anxiety, confusion, and emotional stress. For those without nearby family or a reliable support system, these challenges can become overwhelming—frequently unfolding in isolation. During these critical moments, the Division of Aging (DOA) serves as a trusted source of support, offering guidance, care coordination, and connection.

The DOA's Senior Supportive Services team includes two Licensed Social Workers, who are trained and equipped to respond to the concerns and needs of older residents. Whether a senior connects with DOA by phone, virtually, through a referral, or in person, each contact begins with a conversation and the completion of a Participant Intake Form (PIF). This form allows staff to gather essential information and begin building a tailored response to the individual's needs.

All eligible participants are required to complete the full PIF annually to access any DOA service or program. The PIF collects core demographic information, including address, date of birth, Social Security number, insurance coverage, primary care physician, emergency contacts, race/ethnicity, and monthly income. It also documents service interests and needs. This standardized intake process ensures accurate recordkeeping, supports responsive case management, and fulfills the City's local, county, and state reporting requirements. The PIF has been approved by the City of Lakewood, the Western Reserve Area Agency on Aging, and the Cuyahoga County Department of Senior and Adult Services.

The intake process offers more than just administrative value—it also allows DOA social workers to begin building a relationship of trust, respect, and understanding with each participant. During this interaction, staff gather insights into a senior's home environment, health status, social networks, and overall well-being. With this information, social workers are able to identify risks, clarify priorities, and guide both the senior and their caregivers toward appropriate community resources and services.

In emergency situations, this information can be critical. DOA staff are able to contact listed emergency supports, communicate with healthcare providers, and coordinate with other City departments—including Fire, EMS, and Police—to respond effectively. In addition to crisis response, the PIF process enhances ongoing service delivery by strengthening each senior's connection to the community and building their resilience against future stressors.

The annual renewal of the PIF also serves as a touchpoint for feedback. Returning participants are encouraged to share their experiences with DOA services, providing valuable insight that supports program improvement and ensures the Division remains responsive to the evolving needs of Lakewood's aging residents.

## **7. Outreach Strategy & Efforts**

The City of Lakewood ensures that all information related to senior services is accessible through its official website. However, outreach efforts extend far beyond this digital platform. The Division of Aging (DOA) utilizes a variety of communication tools, including monthly program calendars and active engagement on social media platforms such as Facebook and YouTube, to keep residents informed about available services and programs for older adults.

In partnership with the Western Reserve Area Agency on Aging and the Cuyahoga County Department of Senior and Adult Services, DOA also shares printed materials and resource information at local community events. These collaborations help broaden awareness of services while strengthening the City's presence and visibility among older adults and their caregivers.

DOA leadership is committed to cultivating and maintaining strong partnerships across the community. These relationships are essential to extending outreach efforts and ensuring that seniors and their families receive timely, accurate information and support. Recognizing the continued evolution of technology and communication preferences, DOA regularly evaluates and incorporates technology-based outreach strategies to meet seniors where they are.

This includes specific efforts to reach homebound individuals who may be unable to attend in-person programs. By replicating the level of connection available through onsite services, DOA ensures that these residents remain informed, engaged, and supported. Through this multi-faceted outreach approach—combining online access, print materials, digital engagement, and collaborative partnerships—Lakewood is committed to reaching as many seniors as possible and maintaining consistent, inclusive communication with its aging population.

## **8. Community Partnerships & Stakeholders**

The Division of Aging's (DOA) Senior Supportive Services program is rooted in strong interdisciplinary and interorganizational collaboration. Through these partnerships, DOA works proactively to identify vulnerabilities within the community and connect older residents with the critical resources needed to support their safety, stability, and overall well-being.

To ensure a coordinated response to the complex challenges many seniors face, DOA staff work closely with Lakewood's Police and Fire Departments, neighborhood paramedics, and City utility departments. This interdepartmental cooperation is particularly valuable in cases involving urgent health, safety, or housing concerns. In recent years, as the number of crisis situations has increased, the City has reactivated a dedicated Intervention Team composed of representatives from multiple City departments, LakewoodAlive (LA), and Lakewood Community Services Center (LCSC). This team meets regularly to assess cases, share information, and implement solutions that support residents in distress.

To enhance our capacity to serve seniors aging in place, two LakewoodAlive staff members and one DOA Social Worker have completed Certified Aging in Place Specialist (CAPS) training through the National Association of Home Builders. This credential equips them to evaluate living environments and recommend home modifications that promote safety, mobility, and independence.

DOA is also a founding member of the "Westshore Seniors," a regional collaborative composed of eight senior centers from across the western suburbs. This initiative aims to create a shared, accessible platform where older adults can easily find information about programs, services, and activities offered by all member communities. Through this collective effort, we improve access, reduce duplication, and broaden the range of opportunities available to seniors throughout the region.

Looking ahead, DOA continues to monitor emerging trends, service gaps, and resource availability in close coordination with our Westshore partners. We are committed to growing and adapting our programs to meet the evolving needs of Lakewood's aging population. This includes pursuing innovative partnerships—both public and private—that expand our reach and enhance the quality and diversity of services we can offer.

Through these collaborative efforts, DOA remains focused on building a resilient, responsive support network that empowers seniors to age with dignity and confidence in the community they call home.

## 9. Project Staffing

| Title                    | Hours/Week Devoted to Program | % CDBG Funded | Qualifications & Responsibilities               |
|--------------------------|-------------------------------|---------------|-------------------------------------------------|
| Manager, Senior Services | 3                             | 0%            | Clinical Oversight: direct service if needed    |
| Administrative Assistant | 12                            | 0%            | Data Entry & Administrative support             |
| Social Worker            | 20                            | 100%          | Participant Intake Process; supportive services |
| Social Worker            | 20                            | 100%          | 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.                                                  | 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               |

## 11. Projected Beneficiaries (January 1 – December 31, 2026)

|                                                                     | Persons |
|---------------------------------------------------------------------|---------|
| Total Unduplicated Persons & Households to be Served                | 1500    |
| Unduplicated Low-Moderate Income* Persons & Households to be Served | 600     |

\*<80% Area Median Income

## **12. Program Evaluation (data collection & analysis, outcome measurement procedures & methodology)**

### **Data Collection Tools**

The Senior Supportive Services program utilizes three secure, online data platforms to support service delivery, monitor participation, and meet reporting and funding requirements. These systems allow the Division of Aging (DOA) to track service outcomes, assess community needs, and coordinate effectively with internal departments and external funders.

#### **i. MySeniorCenter**

MySeniorCenter is a cloud-based application used as the DOA's primary data entry and service management tool. It supports the organization of consumer records, service logs, events, volunteer tracking, home-delivered and congregate meals, and transportation coordination. This platform enables the DOA to collect demographic data, monitor participation trends, and generate the metrics required for operational management and reporting.

#### **ii. SAMS (Harmony Information Systems)**

SAMS is an online data management system used statewide to support services funded under Title III of the federal Older Americans Act (OAA). The DOA receives Title III funds through the Western Reserve Area Agency on Aging to support nutrition and transportation services. SAMS allows for the secure entry and aggregation of service data across multiple organizations within Ohio's aging network, ensuring consistency and compliance with OAA requirements.

#### **iii. Caseworthy**

The Cuyahoga County Department of Senior and Adult Services transitioned to CaseWorthy in July 2025, replacing PeerPlace as the data platform used to administer the Community Social Services Program (CSSP). The Department of Aging receives CSSP funding to support transportation and senior supportive services. CaseWorthy supports comprehensive case management and enables secure, real-time data entry and sharing among service providers. This transition has improved service coordination, strengthened documentation practices, and enhanced accountability in the delivery of CSSP-funded services. The platform's advanced reporting capabilities also support outcome tracking and compliance with funding requirements.

### **Outcome Measurement Procedures & Methodology**

- a) The DOA conducts an annual Consumer Satisfaction Survey to evaluate the effectiveness and quality of its core services, including senior centers, transportation, nutrition programs, and recreational activities. These services are central to the DOA's mission of helping older residents maintain safety, independence, and quality of life in the community.
- b) The survey serves as a self-report tool, allowing consumers to share their perceptions of service accessibility, usefulness, and overall satisfaction. Feedback collected through this process helps identify strengths and areas for improvement in program delivery.
- c) Insights gained from the Consumer Satisfaction Survey are used to adjust and refine service systems, ensuring that programming remains responsive to the needs and expectations of the senior population.

It is important to note that measuring outcomes within aging services presents unique challenges. Seniors often face health instability, relocation, or death, which can impact the consistency of data collection and the ability to follow up with participants year over year. These variables limit the DOA's ability to implement a fully comprehensive outcome measurement framework. Nevertheless, the DOA remains committed to using all available data and feedback tools to monitor impact and continuously improve service delivery.

### 13. Additional data/information that strengthens the department's case for CDBG funding support.

Amid ongoing national discussions surrounding the “silver tsunami” and its impact on communities, the City of Lakewood and the Division of Aging remain firmly committed to addressing the evolving needs of an aging population. Our approach is grounded in a longstanding commitment to excellence and a forward-looking strategy that embraces innovation and adaptability.

Through the consistent identification of resources, development of collaborative partnerships, and delivery of comprehensive supportive services, we maintain a responsive and resilient service model. The continued use of our Participant Intake Form (PIF) process allows us to monitor local trends and adjust our strategies accordingly. This ensures that we remain closely aligned with the needs of Lakewood's senior residents.

By proactively adapting to demographic and societal changes, the Division of Aging strengthens not only the well-being of older adults, but also the stability and health of the broader community.

### III. FY26 PROGRAM BUDGET

#### i. Expenses

| Expense Category                    | Total Project (A) | CDBG Funds(B)   | CDBG % of Total (B/A) |
|-------------------------------------|-------------------|-----------------|-----------------------|
| <b>Personnel</b>                    |                   |                 |                       |
| Salaries                            | \$98,442          | \$73,424        | 75%                   |
| Fringe Benefits                     | \$17,085          | \$12,823        | 75%                   |
| <b>Sub-Total Personnel</b>          | <b>\$115,527</b>  | <b>\$86,247</b> | <b>75%</b>            |
| <b>Overhead &amp; Operations</b>    |                   |                 |                       |
| Rent/Lease                          |                   |                 |                       |
| Insurance                           |                   |                 |                       |
| Materials & Supplies                |                   |                 |                       |
| Professional Services               |                   |                 |                       |
| Postage                             |                   |                 |                       |
| Travel                              |                   |                 |                       |
| Utilities/Telephone                 |                   |                 |                       |
| Insurance                           |                   |                 |                       |
| Equipment                           |                   |                 |                       |
| <b>Sub-Total Overhead &amp; Ops</b> |                   |                 |                       |
| <b>Total Project Costs</b>          | <b>\$115,527</b>  | <b>\$86,247</b> | <b>75%</b>            |

#### ii. Funding Sources

| Source                                            | Requested        | Committed | Total            |
|---------------------------------------------------|------------------|-----------|------------------|
| Department Funds                                  | \$29,280         | \$29,280  | \$29,280         |
| CDBG FY25-FY26 CDBG Carry Forward Funds (est)     |                  |           |                  |
| Other (Non-CDBG) Federal                          |                  |           |                  |
| State                                             |                  |           |                  |
| Local                                             |                  |           |                  |
| County                                            |                  |           |                  |
| Private (Foundations, Individuals, Other)         |                  |           |                  |
| Earned Revenue/Fees                               |                  |           |                  |
| In-Kind/Volunteer (@ \$15/Hour)                   |                  |           |                  |
| <b>FY26 City of Lakewood CDBG Funding Request</b> | <b>\$86,247</b>  |           | <b>\$86,247</b>  |
| <b>Total Funding Sources</b>                      | <b>\$115,527</b> |           | <b>\$115,527</b> |

#### **IV. FY26 BUDGET NARRATIVE**

**1. How will City of Lakewood CDBG funds will be utilized to support the proposed program.**

CDBG funding will be utilized to support approximately 20 hours/week of work by the Division of Aging social workers 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. How will the proposed program function if the agency does not receive the full amount of requested funding.**

The Lakewood Division of Aging persistently strives to deliver exceptional services and support to its community members. In this endeavor, the Community Development Block Grant (CDBG) funding plays an indispensable role. It not only ensures we're meeting the needs of our seniors but also allows us to promptly identify and respond to emerging trends.

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

The Division of Aging maintains robust collaborations with partners such as the Western Reserve Area Agency on Aging and the Cuyahoga County Department of Senior and Adult Services. We are consistently reassessing our capacity to cultivate innovative programs and enhance current offerings, ensuring we can adapt to the dynamic sphere of senior services and align with the evolving ambitions of our senior community.