

## **Lakewood Division of Aging**

### **CDBG Applicant Narrative**

#### **1. Mission**

The City of Lakewood Department of Human Services, Division of Aging (DOA), was established by ordinance in 1973 to deliver a continuum of responsive services to the City's older residents. The Division's core programs are designed with a singular goal: to empower older adults to remain safely in their homes and engaged in their community, while maintaining a quality of life that is both meaningful and fulfilling.

#### **2. Geographic Service Area**

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

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

The Division of Aging serves all residents aged 60 and over based on the mandates of the Older Americans Act. The target population of this program is Lakewood residents aged 62 and older and disabled adults who meet eligibility requirements.

#### **4. Programs & Services**

The DOA, part of the City of Lakewood's Department of Human Services, is dedicated to enriching the lives of the City's older adults. With the opening of the Cove Community Center, the DOA has enhanced its service delivery model to better meet the evolving needs of Lakewood's aging population.

By balancing health, safety, and social engagement, the DOA offers a comprehensive range of programs designed to address the diverse needs of older residents:

- Nutrition Services: Congregate Meals, Home Delivered Meals, and the Senior Farmers Market Program
- Transportation Services: General transportation, grocery shopping trips, and non-emergency medical transportation
- Senior Supportive Services: Comprehensive, person-centered support to help seniors navigate resources and remain independent
- Field Trips: Facilitated outings that encourage social interaction and community engagement
- Senior Center Activities and Programs: A mix of in-person and virtual offerings that promote connection and wellness
- Volunteer Program: Opportunities for residents, including seniors, to give back and stay engaged with the community

The DOA remains focused on addressing key challenges faced by older adults, including isolation, financial hardship, and health concerns. In close collaboration with community partners, the Division works to improve the well-being and quality of life of Lakewood's senior residents. These efforts reflect our continued commitment to support aging in place and ensure that all seniors have access to the resources they need to thrive.

#### **5. Number & Demographic Profile of Clients Served (FY25)**

In FY25, 905 unduplicated seniors received individualized supportive services from the Division of Aging's social work team, logging 2,076 service contacts and 1,042.5 hours of direct support. Of these, 766 completed the annual Participant Intake Form (PIF) that establishes eligibility and guides case planning, and 1,063 residents aged 62 and older were active participants across DOA programming at the Cove Community Center.

The profile of these older adults reflects sustained need: 596 (59.8%) live alone and often rely on the DOA as their only consistent support; 514 (nearly half) are 75 or older; and 685 (68.7%) are women, the group most at risk of poverty, isolation, and disability in later life. 307 lived with incomes at or below 100 percent of poverty, and 231 between 100 and 150 percent of poverty. The population is racially and ethnically diverse and carries a substantial health burden, with documented conditions including physical impairment, vision and hearing loss, COPD, diabetes, and memory disorders.

## **6. Qualifications to Implement Proposed Project**

Founded in 1973 in response to the Older Americans Act, the City of Lakewood's Division of Aging has spent five decades serving the City's older residents. Grounded in the principles of the Act, the DOA remains deeply committed to supporting aging in place, an approach we believe is essential to maintaining quality of life and community connection. By addressing the specific needs of older adults and applying best practices in the field, we have developed programs that make a meaningful impact in the lives of Lakewood's seniors.

The Division's work is primarily funded through a combination of Community Development Block Grant (CDBG) funds and City of Lakewood General Fund dollars. This foundational support is complemented by competitive grant awards from key regional and philanthropic partners, including the Western Reserve Area Agency on Aging, the Cuyahoga County Department of Senior and Adult Services, the Lakewood Foundation, and the Healthy Lakewood Foundation. The breadth and consistency of this support reflect both the credibility of the DOA and the demonstrated effectiveness of our service model.

Our team is composed of highly skilled and dedicated professionals. It includes two Licensed Social Workers with strong backgrounds in aging and family caregiving and is led by a Senior Services Manager (MA, LSW) with extensive experience in geriatric care. To ensure social work across every division meets a consistently high standard, the Department has added a Clinical Manager, Nicole Zierenberg (LISW-S), who provides clinical supervision and case consultation to all Department social workers, including the Division of Aging team. All DOA social workers adhere to the National Association of Social Workers (NASW) Standards of Practice, ensuring ethical, competent, and client-centered care, and work to link seniors and caregivers with the programs, resources, and supports that address both immediate needs and long-term goals.

The delivery of Senior Supportive Services is guided by three core pillars: problem identification, resource navigation, and ongoing support. Through close collaboration with local government agencies and community-based organizations, the DOA ensures that services remain responsive and up to date. Technology plays a key role in improving both service outcomes and operational efficiency, and we continue to refine our tools to reflect the changing needs of our senior population and to empower residents to maintain their independence and dignity throughout the aging process.

## **7. Experience Administering Government Contracts & Complying with Federal Regulatory Requirements**

The Department of Human Services and its Divisions have a longstanding history of managing and delivering services through government contracts. The DOA has consistently secured and administered funding through the Older Americans Act (OAA) Title III, supporting services such as transportation, congregate meals, and home-delivered meals. In 2025, these Title III funds totaled approximately \$114,100. The DOA has maintained full compliance with federal regulations associated with these programs since their inception in 1973. In addition, the DOA administers resources from the Cuyahoga County Department of Senior and Adult Services through the Community Social Services Program (CSSP); in 2025, DOA managed approximately \$57,000 in CSSP funds supporting transportation and other supportive services for older adults in Lakewood. This continued management of multiple funding streams reflects the Division's capacity, fiscal responsibility, and commitment to delivering high-quality services aligned with both local and federal priorities.

## 8. FY26 Divisional Budget

- |     |                                                             |              |
|-----|-------------------------------------------------------------|--------------|
| i.  | Total FY26 Divisional Budget                                | \$ 1,442,936 |
| ii. | FY26 Budgeted Operating Expenses (add rows if/as necessary) |              |

| Expenditure Category          | Amount             | % Total Budget |
|-------------------------------|--------------------|----------------|
| Salaries & Fringe Benefits    | \$1,086,486        | 75%            |
| Operating Costs               | \$206,450          | 14%            |
| Other: Medical Transportation | \$150,000          | 10%            |
| <b>Total</b>                  | <b>\$1,442,936</b> | <b>100%</b>    |

- iii. FY26 Budgeted Revenue Sources (Top 4)

| #            | Source                                      | Amount             | % Total Budget |
|--------------|---------------------------------------------|--------------------|----------------|
| 1            | General Fund                                | \$1,234,787        | 86%            |
| 2            | Western Reserve Area Agency on Aging        | \$114,100          | 8%             |
| 3            | Community Social Services Program           | \$57,000           | 4%             |
| 4            | HUD (incl. \$9,805 FY25 CDBG carry-forward) | \$39,627           | 3%             |
| <b>Total</b> |                                             | <b>\$1,442,936</b> | <b>100%</b>    |

### 9. Does Your Division Maintain the Following Documents?

- i. Personnel Manual/Grievance Procedures Yes ☒ No ☐
- ii. Affirmative Action Policy Yes ☒ No ☐

10. Does Your Division Have the Capacity to Serve Non-English-Speakers? Yes ☒ No ☐

11. Do Your Facilities Comply with ADA Accessibility Requirements? Yes ☒ No ☐

**12. Additional Data and/or Information that Strengthens the Department's/Division's Case for CDBG Funding Support.**

Under the Department's Clinical Manager, the Division's licensed social workers apply a consistent, high standard of practice, and the same team contributes to the City's broader crisis-response capacity when younger residents are in acute distress. That clinical depth allows a small team to respond quickly and effectively to seniors' most complex and urgent needs.