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Organization Type	Municipal Government
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Project/Program Name	Senior Supportive Services
Total FY27 Project Budget	\$118,993
FY27 CDBG Funding Request	\$88,830

**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 \$88,830 in FY2027 Community Development Block Grant (CDBG) funding to strengthen its Senior Supportive Services program.

Lakewood is home to 9,653 residents aged 60 and older, of whom 12.5% live below the federal poverty line (U.S. Census Bureau, ACS 2020–2024). Among residents 65 and older, more than one-third (37%) live below 200% of poverty, the threshold widely used to identify economic vulnerability among older adults on fixed incomes. 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 continue to enhance service delivery 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, helping staff identify patterns and address emerging needs with greater precision.

CDBG funds will support the salaries of the Division's two Licensed Social Workers, who are essential to the delivery of these services and whose work is guided by the Department's Clinical Manager (LISW-S) to ensure a consistent, high standard of practice. The program expects to serve approximately 1,200 Lakewood residents aged 62 and older, a population HUD presumes to be principally low- to moderate-income. Eligible participants 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 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, driving a steady rise in PIFs, with 766 completed in FY25 alone, 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 landlord threatened to evict an older adult over severe hoarding conditions, he also did something else. He asked for help. The landlord contacted Adult Protective Services and LakewoodAlive on behalf of Martin, a senior living alone with serious diabetes requiring periodic dialysis. LakewoodAlive scheduled a cleanout of the apartment, and DOA social workers were brought in to address Martin's health and daily living needs.

On the first visit, Martin was too embarrassed by the condition of his apartment to let the social worker inside, so the two talked in the hallway. Even that conversation was enough to identify two urgent needs. Martin had no reliable transportation to his medical appointments, and he was not eating in a way that supported his diabetes.

The social worker enrolled Martin in DOA's senior transportation program for medical trips and signed him up for Home Delivered Meals, putting a driver and a meal at his door on a regular basis and keeping him in ongoing contact with DOA staff. Once the cleanout was complete, Martin was able to bring in a home health aide and housekeeper to help maintain the apartment.

When the social worker returned months later to follow up and update his PIF, the apartment was clean and livable, and Martin proudly reported that his aide was helping him keep it that way. Today, Martin remains housed and independent, continues to use DOA transportation and Home Delivered Meals, and welcomes staff inside when they visit.

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 seniors stay safe, independent, and connected to their community.

Primary Objective 1: By December 31, 2027, at least 1,000 unduplicated seniors will receive Senior Supportive Services and 100% of active participants will complete an annual PIF to assess needs and reduce risk (FY25 baseline: 905 seniors served; 766 PIFs completed).

- 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: By December 31, 2027, DOA social workers will complete at least 450 home and phone consultations and 40 wellness checks with vulnerable seniors, providing ongoing support that promotes safety, connection, and independence (FY25 baseline: 436 consultations; 34 wellness checks).

- 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.

The intake process offers more than 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 FY25, this model produced 1,042.5 hours of direct support across 2,076 service contacts, including 287 home consultations and 34 wellness checks. The same licensed team also lends its clinical expertise to the City's broader crisis-response work when residents in acute need fall outside the senior population, reflecting a department-wide standard of practice overseen by the Clinical Manager.

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.

3. 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 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.

4. Community Partnerships & Stakeholders

The DOA's 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 the 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.

5. Project Staffing

Title	Hours/Week Devoted to Program	% CDBG Funded	Qualifications & Responsibilities
Manager, Senior Services	3	0%	Clinical Oversight; direct service if needed
Clinical Manager (LISW-S)	2	0%	Clinical supervision, case consultation & practice standards for all social work
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

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 with consumer/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, 2027)

	Persons	Households
Total Unduplicated Persons & Households to be Served	1,200	1,000
Unduplicated Low-Moderate Income* Persons & Households to be Served	1,200	1,000

*<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 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.

As the number of older adults nationwide continues to grow, the City of Lakewood and the Division of Aging remain firmly committed to addressing the 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 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. FY27 PROGRAM BUDGET

i. Expenses

Expense Category	Total Project (A)	CDBG Funds(B)	CDBG % of Total (B/A)
Personnel			
Salaries	\$101,395	\$75,623	75%
Fringe Benefits	\$17,598	\$13,207	75%
Sub-Total Personnel	\$118,993	\$88,830	75%
Overhead & Operations			
Rent/Lease			
Insurance			
Materials & Supplies			
Professional Services			
Postage			
Travel			
Utilities/Telephone			
Insurance			
Equipment			
Sub-Total Overhead & Ops			
Total Project Costs	\$118,993	\$88,830	75%

ii. Funding Sources

Source	Requested	Committed	Total
Department Funds	\$20,358	\$20,358	\$20,358
CDBG FY25 CDBG Carry Forward Funds (est)	\$9,805	\$9,805	\$9,805
Other (Non-CDBG) Federal			
State			
Local			
County			
Private (Foundations, Individuals, Other)			
Earned Revenue/Fees			
In-Kind/Volunteer (@ \$15/Hour)			
FY27 City of Lakewood CDBG Funding Request	\$88,830		\$88,830
Total Funding Sources	\$118,993		\$118,993

IV. FY27 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 each of the Division of Aging's two social workers to complete annual and ongoing Participant Intake Forms, assessing client needs by collecting vital and up-to-date demographic information that 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.

If the full request is not awarded, the Division would protect its two social work positions by absorbing the shortfall through the City's General Fund, and would prioritize the core intake and supportive-services functions (annual PIF completion, risk assessment, and crisis response) that keep seniors safe and connected. Reduced funding would limit the volume of proactive outreach and follow-up the team can provide, but CDBG support remains essential to sustaining consistent, high-quality service at current levels.

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 changing needs and continue meeting the goals of Lakewood's senior residents.