

2020 Annual Report

WOOD COUNTY
COMMITTEE

ON
Aging

**140 S. Grove Street
Bowling Green, Ohio 43402**

419.353.5661 or 800.367.4935

www.wccoa.net

www.facebook.com/wccoa

Our Mission

The mission of the Wood County Committee on Aging, Inc., shall be to provide older adults with services and programs with empower them to remain independent and improve the quality of their lives.

Our Vision

The Wood County Committee on Aging, Inc., will be recognized as the premiere agency for the provision of services for senior citizens in Wood County.

Eight Senior Centers Across Wood County

Grand Rapids North Baltimore
Northeast Pemberville Perrysburg
Rossford Wayne Wood County

A Message from the Board President

Dear Wood County Residents:

The Wood County Committee on Aging, Inc. (WCCOA) is pleased to present our 2020 Annual Report. This report highlights the great variety and type of services and programs offered by WCCOA. Last year was a challenging year for all of us. The agency faced and met the challenges and continued to move forward looking to the future.

Our core mission is to continue to provide older adults with programs and services which empower them to remain independent and improve the quality of their lives. Our staff was able to successfully adjust to the challenges of the pandemic, shifting from their traditional roles into providing needed services in providing home delivered meals to an increased population, assisting with multiple services, and altering programming to primarily virtual presentations. We were fortunate to have volunteers that helped when possible. We are particularly thankful for the assistance of the Wood County Commissioners and the Wood County Health Department as they certainly helped us make a difference in the lives of seniors in Wood County.

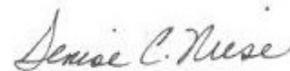
The new WCCOA/Wood County Senior Center is almost completed which will enable us to continue to provide and give us the opportunity to increase services for the entire County. The Governing Board created a strategic plan for WCCOA focusing on improving current programming, and creating new programming, services and activities for the eight Senior Centers. Other goals include the continued financial stability of WCCOA and attracting new participants, staff and Governing Board members who are representative of the diversity of Wood County.

Through the continued efforts of our staff and volunteers and the completion of the new WCCOA/Wood County Senior Center facility, WCCOA shall maintain and expand our services for the senior population of Wood County. If you have any questions about our services, or should you desire to be a part of WCCOA, please do not hesitate to contact us at 800.367.4935 or via email at wccoa@wccoa.net.

Sincerely,



Eric Myers, President 2020
WCCOA Governing Board



Denise C. Niese
WCCOA Executive Director



Wood County Committee on Aging, Inc.

Programs Department

Danielle Brogley, Director of Programs

WCCOA's programming for 2020 was designed around our annual goals which included: introducing educational programming on diversity (race, LGBTQ+, abilities, etc.), information on medical marijuana, additional evening programming at the Wood County Senior Center and focusing on homebound programming which included educational opportunities and the ability to connect socially. From January to mid-March we conducted in-person programming that highlighted additional evening programs such as a monthly trivia contest, a book club for smaller novels entitled Short Stacks Book Club, evening art classes and musical bingo. Planned sessions for the spring included an agency wide book discussion on the novel Dopesick by Beth Macy, and a seminar series on Successful Seniors as well as a presentation planned to provide education on cultural diversity. With the official closing of the centers in mid-March our programming was forced to take a different focus.

The stay-at-home orders were implemented in March as a result of COVID-19. This inspired the Programs Department to create a variety of ways to reach out to our participants. We developed two separate 10-page activity booklets entitled, "Healthy You at Home" for over 750 home delivered meal participants to access. The booklet included updates on the Centers, health tips, cognitive stimulation games, and with the aid of our BGSU Exercise Science intern, the booklets also included a fitness/movement challenge, trivia, puzzles, recipes, and much more. Our Program and Outreach Specialist worked to launch a stronger presence on Facebook by hosting discussion posts, trivia, site updates, exercise videos and cooking/baking videos to boost our presence online and to stay connected with our participants.

WCCOA's online programming launched in April of 2020 through the web-based program Zoom. This online platform allowed us to create programming to meet the needs of isolated older adults. Through phone calls, emails and continued outreach we were able to recruit active participants for our online programming. The launching of the LivelyU Virtual Learning Academy took place in September of 2020. The goal was to record the educational programs and post them on our newly formed YouTube channel, "Wood County Committee on Aging, Inc.". The ability to have access to educational content at all hours of the day enhanced our program offerings and enabled WCOA to be an accessible resource for community members.

In June of 2020, WCCOA launched a tri-county Pen Pal Program with the states of Ohio, Illinois and Connecticut. Connections were made with Senior Centers in those states and have recruited 28 active pen pals. The enrollment process for this program will remain open and our goal is to expand the program as the requests continue. Participants have the option of calling, emailing or writing letters to their pen pals. This program has security features and allows for a safe way for older adults to interact.

Through CARES Act funding, WCCOA was able to purchase 18 tablets and 18 hotspots. These devices allowed WCCOA to train community members on the use of these devices. The goal is to encourage a larger community of tablet users for access to our online programming. Our Program and Technology Specialist has developed a foundation to train all users in a consistent manner. The tablets are loaned for six-week periods with the expectation that users would join in our Zooms to practice their skills. All tablets have been loaned out at the end of 2020 and continued education and support has been promoted to encourage engagement and minimize isolation.

These program offerings and many others not listed have enabled 1,631 unduplicated participants to learn, connect with others and engage in meaningful opportunities throughout the county in the first quarter of 2020. The online platform from April through to the end of August enabled participation in 67 online programs with participants numbering 343. Our greatest growth occurred from August to December of 2020 with August highlighting 27 units of services and 121 unduplicated participants, September 47 units of service and 1,296 unduplicated participants, October 90 units of service and 1,640 unduplicated participants, November 100 units of service and 1,446 unduplicated participants and December 98 units of service and 580 unduplicated participants. Overall 2020, enabled us to change and grow beyond our Senior Center's walls to better serve the older adults of Wood County.

2020 Annual Report

Food Service Department

Angie Bradford, Director of Food Service

This year was a year of change, a year to focus on ensuring our older adults remained safely in their homes during the COVID-19 pandemic rather than congregating at our local Senior Centers. This brought a new way of providing meals and services to those we serve. Instead of meals leaving our Production Kitchen in bulk to be served at our local senior centers; every item is now being portioned into separate meal containers to be distributed individually to those older adults in their homes. This change came with challenges; which included task changes throughout the Production Kitchen due to the increased demand of individually portioning all items, menu changes to ensure these meals could be completed efficiently on a daily basis, and an increased number of meal routes due to the amount of new clients requesting meals.

During the months of January through mid-March, WCCOA served a total of 11,875 congregate meals at our eight local Senior Centers. On March 13, the last day that the Senior Centers operated with congregate meals, WCCOA served a total of 458 home delivered meals and 257 congregate meals. By the beginning of April there were over 750 hot meals being delivered daily throughout the County. With the increased demand of these delivered meals, for the first time in over 20 years WCCOA's menus were taken down to only one entrée option. This change helped to alleviate some of the work associated with intakes for new meal clients. In addition, this allowed for the Production Kitchen to keep up with the increased demand for meals as well as making it easier to allow for menu substitutions, if needed; with many suppliers having issues with product availability. Due to the increased number of home delivered meal clients, additional new meal routes needed to be added, as well as more volunteer drivers and all staff were made available to deliver these additional meals.

A total of 204,508 home delivered meals were served throughout 2020, to over 1400 unduplicated clients. This count includes a variety of home delivered meals. A 14-day supply of shelf stable meals went out in April to all current home delivered meal clients; this shelf meal package was continued for new starts through the month of June. The annual winter weather two-pack of shelf stable meals was distributed in October 2020 to ensure clients had shelf items available in case of inclement weather. Clients were also offered a number of different frozen meal options (varying from a bundle of two frozen meals up to seven frozen meals). This helped to ensure they continued to remain safely in their homes and hopefully decrease the number of trips needed to the grocery store.

All eight of the WCCOA Senior Centers earned the Wood County Health Department's 2020 Clean Plate Award (virtually). This award is presented to food service facilities that have violation free inspections during the previous inspection year (March 2019-March 2020). The Production Kitchen is licensed and inspected through the Ohio Department of Agriculture and continues to be recognized for their good manufacturing practices.

During the month of March comes March for Meals, where elected officials and other dignitaries deliver meals throughout the month to help raise awareness of the need for these meals and daily well-checks. With the pandemic just beginning, the participation in the March for Meals Event was smaller than in previous years; but the importance of these meals was communicated and embraced more than ever before. In addition, the annual Subaru Share the Love Event during the holidays still occurred in a limited capacity. LaRiche Subaru employees again provided the transportation to deliver meals to our frail, homebound population throughout the North Baltimore area for our December Holiday Luncheon. Although meals were delivered contact-free this year, this event continues to raise money and awareness for the local Meals on Wheels of America members; such as WCCOA.

Surveys were distributed in August to all home delivered meal clients, since in person Menu Talk presentations and discussions regarding the menus were unable to take place. The quality of meals was rated at a "very good" standard and the majority of those who took the survey stated that the meals provided them the opportunity to continue living in their own homes.

Food Service Department Annual Report Continued on Page 4...

Wood County Committee on Aging, Inc.

Food Service Department Continued...

Partnerships with the local schools and colleges were very different this year. In the Spring semester, two BGSU students were completing their Food and Nutrition Management class assignments at the Production Kitchen. These students were unable to complete all of their hours due to the pandemic, but did receive a good overview of food service management duties and responsibilities. A number of different BGSU classes completed their “normal” classroom activities via Zoom with the Director of Food Service during the remainder of the 2020 year.

Through special funding provided by the CARES Act Small Business Initiative through the Ohio Department of Aging, WCCOA was able to partner with local restaurants to provide additional variety for the older adults. The Country Farmhouse in Wayne, Guajillo’s Cocina Mexicana, Porkbelly BBQ, and Pagliai’s Pizza all in Bowling Green provided a selected entrée for a day; while the WCCOA Production Kitchen packaged the meal and provided the remainder of the daily lunch. This was enjoyable for the older adults and gave them an opportunity to sample area restaurant meals that they may not have had otherwise.



WCCOA Volunteers

Jackie Metz, Volunteer Coordinator

The volunteer program at the Wood County Committee on Aging, Inc. (WCCOA) has continued to be a resource for the Agency. All eight (8) senior centers, Grand Rapids, North Baltimore, Northeast (Walbridge), Pemberville, Perrysburg, Rossford, Wayne, and the Wood County Senior Center in Bowling Green, have their own volunteer groups that benefit the agency as one team.

During the period of March 14 through the end of the year 2020, due to the COVID pandemic, WCCOA experienced much lower volunteer assistance across all of the volunteer categories with the exception of the Home Delivered Meal volunteers who continued through the end of the year (5,308 hours). Volunteer hours in the other categories included: Administrative Support (151 hours); Career-Based Intervention (Penta) Students (17 hours); Class/Programs (95 hours); Gift Shop (192 hours); Jr./Sr. High Student (2 hours); Newsletter Collation (47 hours); and Rummage Sale (152 hours).

WCCOA modified the delivery method for compliance with COVID-19 protocols. Many community volunteers came forward to deliver meals. 194 volunteers from all eight (8) sites delivered meals during this timeframe.

If you have volunteered for WCCOA during this challenging time, we cannot thank you enough for all the effort and commitment you have put into helping us help others.

2020 Annual Report

Social Services Department

Lisa Myers, LISW-S, Director of Social Services

2020 has brought both challenges, as well as opportunities. In navigating through this global pandemic, we have been forced to explore other ways to serve out our mission to Wood County older adults, while dealing with barriers caused by the COVID-19 virus along the way. The first thing our department undertook was registering clients for home delivered meals since the eight (8) senior center sites closed in March 2020. From March to December, staff registered over 450 older adults for our temporary home delivered meal program. This is in addition to our traditional home delivered meal program for homebound seniors.

WCCOA adjusted the way in which our home delivered meal assessments are completed due to being unable to conduct home visits for a large part of 2020. We began conducting these assessments over the phone and mailing them out for a required signature. Although this was not ideal, we did our best to gather the proper information and assess the needs of our clients, offering referrals and resources that would be helpful to their health, safety and independence as needed. Over the time of the site closures, our Social Services staff took the opportunity to make over 2,000 wellness calls to our older adult clients checking on them to see what needs they currently had and offering our services such as home delivered meals and medical transportation. We also received CARES Act funds in August, some of which were specifically designated for socialization phone calls. Our staff identified 50 socially isolated older adults that would benefit from receiving a phone call three (3) times per week. These calls vary in length, from a quick check-in to a more involved conversation depending on the day and the needs of the person. The intention is for these calls to allow people to feel connected and decrease loneliness and isolation. This has never been more needed than now, when our most vulnerable population is staying home and staying safe but often times desperately isolated in the process. This isolation and loneliness can be extremely detrimental to a person's mental and physical health and these calls (which have continued into 2021) are an attempt to combat that.

Another program that is intended to decrease loneliness is WCCOA's Friendly Visitor Program. This program has been up and running for a couple of years and although home visits stopped for a few months, we encouraged our volunteers to continue to stay in touch via phone calls. Starting in September of 2020, home visits opened back up as clients were comfortable and putting into place safety precautions such as social distancing and wearing of masks. This program is always looking for volunteers so if interested, please contact Lisa Myers for more information.

In place of grocery shopping transportation, WCCOA began offering pick up and contactless delivery to our home delivered meal clients who pre-order and pre-pay for their groceries. Services that have continued without much interruptions throughout 2020 have been our medical transportation. Our two medical escorts completed 790 round trip medical transports, as well as 59 one-way medical transports in 2020. Additionally, WCCOA's durable medical equipment loan closet has been open and available throughout the pandemic. The minor home repair program has also continued with only a brief interruption in the Spring. We were able to serve 13 older adult residences with minor home repairs in 2020, utilizing a total of \$40,727 in BASIC, Ohio Housing Trust and Air Quality Assistance grant funding.

The Social Services Department has attempted to pivot with the changes happening around us in 2020 and we look forward to continuing to find new opportunities to serve the older adults of Wood County.

Wood County Committee on Aging, Inc.

In the beginning...

The Wood County Committee on Aging, Inc. opened its first senior site in September 1975 in a one-time roller-skating rink on the Wood County Fairgrounds, with funding from the City of Bowling Green, the Wood County Commissioners, and the newly incorporated WCCOA. In 1981, the former Bowling Green Post Office on N. Main Street, owned by the City of Bowling Green, was leased to WCCOA for use as a Senior Center. Currently, WCCOA operates a production kitchen and eight Senior Centers across Wood County.



2020 Governing Board

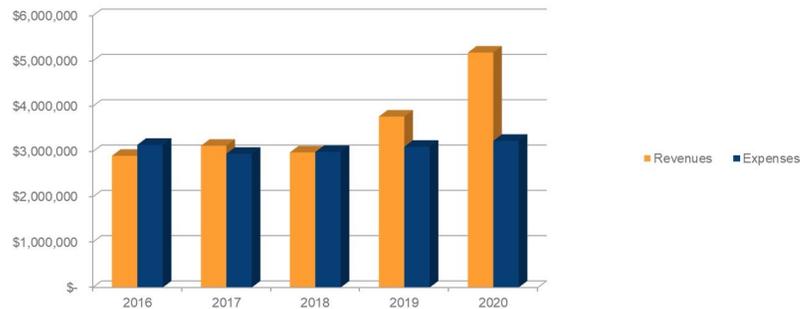
Eric Myers, President
 Paul Herringshaw, President-Elect
 Tom Milbrodt, Secretary
 George Stossel, Treasurer
 Roger Anderson
 Richard Barker
 Ben Batey
 Becky Bhaer
 John Calderonello
 Nancy Orel
 Judy Wahrman

Financial Results

David Kuebeck, Director of Fiscal and Facility Operations

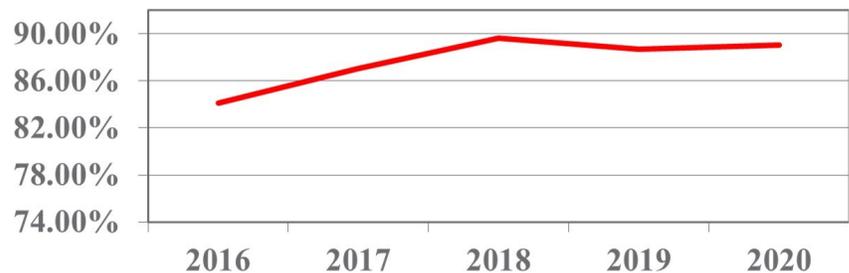
The 2020 independent audit has been completed by Clark Schaefer Hackett and an unqualified opinion has been issued with no findings.

Statement of Activities Recap



Source: Audited financial statements.

Program Ratio



Program ratio measures the percentage of total expenses devoted to direct activities versus supporting services.

Source: Audited financial statements.

2020 WCCOA Staff Members

Pam Adcock Gail Baden Robin Beard Barb Becker Chuck Below
 Cindy Below Emily Black Angie Bradford Rita Brieschke Danielle Brogley
 Nikki Brooks Christine Burt Jessi Chapman Barry Cox Paul Dauch
 McKenna Durst Allison Freeman Bella Genson Sandra Gerety Holly Griggs
 Kathy Helm Cathy Hill Jeff Hoffmann Denise Kaminski Cheryl Kinder
 Linda Knepley David Kuebeck Liz Lauck Jackie Metz Jason Miller Lisa Myers
 Denise Niese Sharon Parsons Markeita Phillips Jessica Ricker Rene Shumate
 Stephanie Spencer Jim Stainbrook Mary Tebbe Leah Truman Keith Whitacre