

# HANCOCK COUNTY SENIOR SERVICES

## CURRENT 2015 & PAST 2014 YEAR END PROGRAM REPORT

|                                 |                      |          |                      |          |
|---------------------------------|----------------------|----------|----------------------|----------|
| Total number of persons served  | <u>2015</u><br>1,093 |          | <u>2014</u><br>1,081 |          |
| Of those:                       | <u>NO.</u>           | <u>%</u> | <u>NO.</u>           | <u>%</u> |
| 85 yrs. of age & older          | 158                  | 14%      | 161                  | 15%      |
| 75 to 84 years of age           | 228                  | 21%      | 201                  | 19%      |
| 60 to 74 years of age           | 374                  | 32%      | 391                  | 36%      |
| Less than 60 years-Disabled     | 87                   | 8%       | 80                   | 7%       |
| Less than 60 years-Not Disabled | 270                  | 25%      | 243                  | 23%      |
| Low income                      | 940                  | 86%      | 952                  | 88%      |
| Females                         | 725                  | 66%      | 715                  | 66%      |
| Males                           | 368                  | 34%      | 361                  | 34%      |

### Location of clients:

|                      |     |     |     |     |
|----------------------|-----|-----|-----|-----|
| Blue River Township  | 14  | 1%  | 21  | 2%  |
| Brandywine Township  | 15  | 1%  | 11  | 1%  |
| Brown Township       | 17  | 2%  | 18  | 2%  |
| Buck Creek Township  | 34  | 3%  | 38  | 4%  |
| Center Township      | 774 | 71% | 726 | 68% |
| Green Township       | 12  | 1%  | 10  | 1%  |
| Jackson Township     | 15  | 1%  | 27  | 3%  |
| Sugar Creek Township | 97  | 9%  | 95  | 9%  |
| Vernon Township      | 88  | 8%  | 96  | 9%  |
| Other                | 27  | 2%  | 34  | 3%  |

Total

1,093

1,076

**HANCOCK COUNTY SENIOR SERVICES**  
**2015 PROGRAM PERFORMANCE REPORT**  
**PROGRAM – TRANSPORTATION**

**Transportation Services:**

|   |   | <u><b>2014<br/>Results</b></u> | <u><b>2015<br/>Goal</b></u> | <u><b>2015<br/>Results</b></u> |
|---|---|--------------------------------|-----------------------------|--------------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b>        |   |                                |                             |                                |
| 1.                                      | Number of persons served  | 758                            | 860                         | 806                            |
| 2.                                      | Number of passenger trips<br>(trip-one-way )  | 18,804                         | 20,000                      | 19,565                         |
| a.                                      | Number of trips to<br>in-county medical appts.  | 7,802                          |                             | 8097                           |
| b.                                      | Number of trips to out-<br>of-county medical appts.   | 753                            |                             | 593                            |
| <b>OUTCOME OBJECTIVES:</b>              |   |                                |                             |                                |
|   |   | <u><b>2014</b></u>             |                             | <u><b>2015</b></u>             |
| 1.                                      | Number of polled respondents<br>stating they have remained<br>independent due to service<br>(Objective %)               | 208                            |                             | 248                            |
|   |   | 93%                            |                             | 94%                            |
| 2.                                      | Number of polled respondents<br>stating the program helped them<br>go to needed community destinations<br>(Objective %) | 220                            |                             | 253                            |
|   |   | 98%                            |                             | 96%                            |
| <b>Demographics for TRANSPORTATION:</b> |   |                                |                             |                                |
|   |   |                                | <b>Under 13</b>             | 17                             |
|   |   |                                | <b>13-18</b>                | 8                              |
| <b>GENDER:</b>                          | <b>Male - 273</b>   | <b>AGE:</b>                    | <b>19-24</b>                | 33                             |
|   | <b>Female - 533</b>   |                                | <b>25-39</b>                | 82                             |
|   |   |                                | <b>40-54</b>                | 137                            |
|   |   |                                | <b>55-64</b>                | 131                            |
|   |   |                                | <b>65-74</b>                | 147                            |
|   |   |                                | <b>75-84</b>                | 145                            |
|   |   |                                | <b>85+</b>                  | 106                            |
|   |   |                                | <b>Unknown</b>              | 0                              |
|   |   | <b>TOTAL:</b>                  |                             | 806                            |

**HANCOCK COUNTY SENIOR SERVICES**  
**2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM – OUTREACH**

**Independent Living & Access Services:**

|                                  |  | <b><u>2014<br/>Results</u></b> | <b><u>2015<br/>Goal</u></b> | <b><u>2015<br/>Results</u></b> |
|----------------------------------|--|--------------------------------|-----------------------------|--------------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b> |  |                                |                             |                                |
| 1.                               | Number of persons served               | 243                            | 255                         | 233                            |
| 2.                               | Number of hours of Outreach assistance | 442.75                         | 450                         | 450                            |

**OUTCOME OBJECTIVES:**

|    |  |     |  |     |
|----|--|-----|--|-----|
| 1. | Number of polled respondents stating the Outreach program is important to them | 41  |  | 54  |
|    | (Objective %)  | 71% |  | 93% |

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**Demographics for OUTREACH:**

|                |                     |             |                 |           |
|----------------|---------------------|-------------|-----------------|-----------|
|                |                     |             | <b>Under 13</b> | <b>0</b>  |
|                |                     |             | <b>13-18</b>    | <b>0</b>  |
| <b>GENDER:</b> | <b>Male - 80</b>    | <b>AGE:</b> | <b>19-24</b>    | <b>0</b>  |
|                | <b>Female - 153</b> |             | <b>25-39</b>    | <b>1</b>  |
|                |                     |             | <b>40-54</b>    | <b>6</b>  |
|                |                     |             | <b>55-64</b>    | <b>34</b> |
|                |                     |             | <b>65-74</b>    | <b>97</b> |
|                |                     |             | <b>75-84</b>    | <b>71</b> |
|                |                     |             | <b>85+</b>      | <b>24</b> |
|                |                     |             | <b>Unknown</b>  | <b>0</b>  |

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**TOTAL: 233**

**HANCOCK COUNTY SENIOR SERVICES**  
**2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM – TELEPHONE REASSURANCE**

**Independent Living & Access Services:**

|                                  | <b><u>2014<br/>Results</u></b> | <b><u>2015<br/>Goal</u></b> | <b><u>2015<br/>Results</u></b> |
|----------------------------------|--------------------------------|-----------------------------|--------------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b> |                                |                             |                                |
| 1. Number of persons served      | 9                              | 8                           | 6                              |
| 2. Number of units provided      | 222                            | 200                         | 149.75                         |

|  |                    |                    |
|--|--------------------|--------------------|
| <b>OUTCOME OBJECTIVES:</b>   | <b><u>2014</u></b> | <b><u>2015</u></b> |
| 1. Number of respondents stating they have better access to services | 3                  | 2                  |
| (Objective %)  | 100%               | 100 %              |

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**Demographics for TELEPHONE REASSURANCE:**

|                |               |          |          |             |                 |          |
|----------------|---------------|----------|----------|-------------|-----------------|----------|
| <b>GENDER:</b> | <b>Male</b>   | <b>-</b> | <b>0</b> | <b>AGE:</b> | <b>Under 13</b> | <b>0</b> |
|                | <b>Female</b> | <b>-</b> | <b>6</b> |             | <b>13-18</b>    | <b>0</b> |
|                |               |          |          |             | <b>19-24</b>    | <b>0</b> |
|                |               |          |          |             | <b>25-39</b>    | <b>0</b> |
|                |               |          |          |             | <b>40-54</b>    | <b>0</b> |
|                |               |          |          |             | <b>55-64</b>    | <b>0</b> |
|                |               |          |          |             | <b>65-74</b>    | <b>1</b> |
|                |               |          |          |             | <b>75-84</b>    | <b>2</b> |
|                |               |          |          |             | <b>85+</b>      | <b>3</b> |
|                |               |          |          |             | <b>Unknown</b>  | <b>0</b> |
| <b>TOTAL:</b>  |               |          |          |             |                 | <b>6</b> |

**HANCOCK COUNTY SENIOR SERVICES**  
**2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM - HANDYMAN**

**Independent Living & Access Services:**

|                                  |                          | <b><u>2014</u></b><br><b><u>Results</u></b> | <b><u>2015</u></b><br><b><u>Goal</u></b> | <b><u>2015</u></b><br><b><u>Results</u></b> |
|----------------------------------|--------------------------|---|--|---|
| <b>SERVICE LEVEL OBJECTIVES:</b> |                          |   |  |   |
| 1.                               | Number of persons served | 68  | 60                                       | 49  |
| 2.                               | Number of units provided | 329.75                                      | 300                                      | 170.5                                       |

**OUTCOME OBJECTIVES:**

|    |   |     |  |     |
|----|---|-----|--|-----|
| 1. | Number of respondents<br>stating the service was helpful<br>to maintain a healthier &<br>safer home | 22  |  | 21  |
|    | (Objective %)   | 82% |  | 96% |

**Demographics for HANDYMAN:**

|                |        |   |    |             |          |    |
|----------------|--------|---|----|-------------|----------|----|
| <b>GENDER:</b> | Male   | - | 11 | <b>AGE:</b> | Under 13 | 0  |
|                | Female | - | 38 |             | 13-18    | 0  |
|                |        |   |    |             | 19-24    | 0  |
|                |        |   |    |             | 25-39    | 0  |
|                |        |   |    |             | 40-54    | 1  |
|                |        |   |    |             | 55-64    | 1  |
|                |        |   |    |             | 65-74    | 20 |
|                |        |   |    |             | 75-84    | 17 |
|                |        |   |    |             | 85+      | 10 |
|                |        |   |    |             | Unknown  | 0  |

**TOTAL:** 49

**HANCOCK COUNTY SENIOR SERVICES  
2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM - HOMEMAKER**

**Independent Living & Access Services:**

|  | <b><u>2014<br/>Results</u></b> | <b><u>2015<br/>Goal</u></b> | <b><u>2015<br/>Results</u></b> |
|--|--------------------------------|-----------------------------|--------------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b>                 |                                |                             |                                |
| 1. Number of persons served                      | 64                             | 70                          | 73                             |
| 2. Number of units provided<br>(Unit - one hour) | 2,518.25                       | 2,650                       | 2,299.5                        |

|  |                    |                    |
|--|--------------------|--------------------|
| <b>OUTCOME OBJECTIVES:</b>   | <b><u>2014</u></b> | <b><u>2015</u></b> |
| 1. Number of polled respondents<br>stating they maintain a healthier<br>home because of service<br>(Objective %) | 21<br>88%          | 32<br>88%          |

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**Demographics for HOMEMAKER:**

|                |                    |                   |           |
|----------------|--------------------|-------------------|-----------|
|                |                    | <b>Under 13</b>   | <b>0</b>  |
|                |                    | <b>13-18</b>      | <b>0</b>  |
| <b>GENDER:</b> | <b>Male - 18</b>   | <b>AGE: 19-24</b> | <b>0</b>  |
|                | <b>Female - 55</b> | <b>25-39</b>      | <b>0</b>  |
|                |                    | <b>40-54</b>      | <b>3</b>  |
|                |                    | <b>55-64</b>      | <b>7</b>  |
|                |                    | <b>65-74</b>      | <b>20</b> |
|                |                    | <b>75-84</b>      | <b>20</b> |
|                |                    | <b>85+</b>        | <b>23</b> |
|                |                    | <b>Unknown</b>    | <b>0</b>  |
| <b>TOTAL:</b>  |                    |                   | <b>73</b> |

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**HANCOCK COUNTY SENIOR SERVICES**  
**2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM - RESPITE/ASSISTED CARE**

**Independent Living & Access Services:**

|                                  | <u>2014<br/>Results</u> | <u>2015<br/>Goal</u> | <u>2015<br/>Results</u> |
|----------------------------------|-------------------------|----------------------|-------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b> |                         |                      |                         |
| 1. Number of persons served      | 9                       | 10                   | 9                       |
| 2. Number of units provided      | 1103.5                  | 1200                 | 1399                    |

| <b>OUTCOME OBJECTIVES:</b>   | <u>2014</u> | <u>2015</u> |
|--|-------------|-------------|
| 1. Number of respondents indicating helped maintain a healthier and safer home (Objective %) | 3<br>100%   | 2<br>67%    |

**Demographics for RESPITE:**

|                |               |          |          |                   |          |
|----------------|---------------|----------|----------|-------------------|----------|
|                |               |          |          | <b>Under 13</b>   | <b>0</b> |
|                |               |          |          | <b>13-18</b>      | <b>0</b> |
| <b>GENDER:</b> | <b>Male</b>   | <b>-</b> | <b>4</b> | <b>AGE: 19-24</b> | <b>0</b> |
|                | <b>Female</b> | <b>-</b> | <b>5</b> | <b>25-39</b>      | <b>0</b> |
|                |               |          |          | <b>40-54</b>      | <b>1</b> |
|                |               |          |          | <b>55-64</b>      | <b>1</b> |
|                |               |          |          | <b>65-74</b>      | <b>1</b> |
|                |               |          |          | <b>75-84</b>      | <b>3</b> |
|                |               |          |          | <b>85+</b>        | <b>3</b> |
|                |               |          |          | <b>Unknown</b>    | <b>0</b> |

**TOTAL: 9**

**HANCOCK COUNTY SENIOR SERVICES**  
**2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM - VOLUNTEER SERVICES**

**Independent Living & Access Services:**

|   | <b><u>2014<br/>Results</u></b> | <b><u>2015<br/>Goal</u></b> | <b><u>2015<br/>Results</u></b> |
|---|--------------------------------|-----------------------------|--------------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b>                |                                |                             |                                |
| 1. Number of persons served                     | 47                             | 47                          | 38                             |
| 2. Number of units provided<br>(Unit - an hour) | 1352.5                         | 1350                        | 980.5                          |

| <b>OUTCOME OBJECTIVES:</b>  | <b><u>2014</u></b> | <b><u>2015</u></b> |
|---|--------------------|--------------------|
| 1. Number of polled respondents<br>stating the program is important<br>to be more self sufficient | 12                 | 11                 |
| (Objective %)   | 86%                | 73%                |

**Demographics for VOLUNTEER SERVICES:**

|                |             |             |          |    |
|----------------|-------------|-------------|----------|----|
| <b>GENDER:</b> | Male - 5    | <b>AGE:</b> | Under 13 | 0  |
|                | Female - 33 |             | 13-18    | 0  |
|                |             |             | 19-24    | 0  |
|                |             |             | 25-39    | 0  |
|                |             |             | 40-54    | 0  |
|                |             |             | 55-64    | 3  |
|                |             |             | 65-74    | 9  |
|                |             |             | 75-84    | 13 |
|                |             |             | 85+      | 13 |
|                |             |             | Unknown  | 0  |

**TOTAL: 38**



**HANCOCK COUNTY SENIOR SERVICES**

**2015 PROGRAM PERFORMANCE REPORT**

**PROGRAM – INDEPENDENT LIVING & ACCESS SERVICES**

**Self-sufficiency for Adults and Senior Solutions Council:**

|                                  |   | <b><u>2014<br/>Results</u></b> | <b><u>2015<br/>Goal</u></b> | <b><u>2015<br/>Results</u></b> |
|----------------------------------|---|--------------------------------|-----------------------------|--------------------------------|
| <b>SERVICE LEVEL OBJECTIVES:</b> |   |                                |                             |                                |
| <b>1.</b>                        | <b>Number of hours of community education</b> | <b>290.5</b>                   | <b>300</b>                  | <b>315.5</b>                   |
| <b>2.</b>                        | <b>Number of I &amp; R contacts</b>           | <b>45,296</b>                  | <b>46,000</b>               | <b>47,078</b>                  |

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