

# HANCOCK COUNTY SENIOR SERVICES

## CURRENT 2015 & PAST 2014 YEAR END PROGRAM REPORT

|                                       |                                    |                 |                                    |                 |
|---------------------------------------|------------------------------------|-----------------|------------------------------------|-----------------|
| <b>Total number of persons served</b> | <b><u>2015</u></b><br><b>1,093</b> |                 | <b><u>2014</u></b><br><b>1,081</b> |                 |
| <b>Of those:</b>                      | <b><u>NO.</u></b>                  | <b><u>%</u></b> | <b><u>NO.</u></b>                  | <b><u>%</u></b> |
| 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>2014<br/>Results</u>   | <u>2015<br/>Goal</u> | <u>2015<br/>Results</u> |
|----------------------------------|---|----------------------|-------------------------|
| SERVICE LEVEL OBJECTIVES:        |   |                      |                         |
| 1.                               | Number of persons served  | 758                  | 860                     |
| 2.                               | Number of passenger trips<br>(trip-one-way )  | 18,804               | 20,000                  |
| 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                     |
| OUTCOME OBJECTIVES:              |   |                      |                         |
|                                  | <u>2014</u>   |                      | <u>2015</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%                     |
| Demographics for TRANSPORTATION: |   |                      |                         |
| GENDER:                          | Male - 273<br>Female - 533  | AGE:                 | Under 13                |
|                                  |   |                      | 13-18                   |
|                                  |   |                      | 19-24                   |
|                                  |   |                      | 25-39                   |
|                                  |   |                      | 40-54                   |
|                                  |   |                      | 55-64                   |
|                                  |   |                      | 65-74                   |
|                                  |   |                      | 75-84                   |
|                                  |   |                      | 85+                     |
|                                  |   |                      | Unknown                 |
| TOTAL:                           |   | 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 %              |

**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> |

**PROGRAM - HANDYMAN**

| <b>2014<br/>Results</b> | <b>2015<br/>Goal</b> | <b>2015<br/>Results</b> |
|-------------------------|----------------------|-------------------------|
|-------------------------|----------------------|-------------------------|

|           |                                 |               |            |              |
|-----------|---------------------------------|---------------|------------|--------------|
| <b>1.</b> | <b>Number of persons served</b> | <b>68</b>     | <b>60</b>  | <b>49</b>    |
| <b>2.</b> | <b>Number of units provided</b> | <b>329.75</b> | <b>300</b> | <b>170.5</b> |

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

|                |               |   |           |             |                 |           |
|----------------|---------------|---|-----------|-------------|-----------------|-----------|
| <b>GENDER:</b> | <b>Male</b>   | - | <b>11</b> | <b>AGE:</b> | <b>Under 13</b> | <b>0</b>  |
|                |               |   |           |             | <b>13-18</b>    | <b>0</b>  |
|                | <b>Female</b> | - | <b>38</b> |             | <b>19-24</b>    | <b>0</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>20</b> |
|                |               |   |           |             | <b>75-84</b>    | <b>17</b> |
|                |               |   |           |             | <b>85+</b>      | <b>10</b> |
|                |               |   |           |             | <b>Unknown</b>  | <b>0</b>  |

**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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