



Western Reserve

Area Agency on Aging

NEW BEGINNINGS

Quarterly Newsletter | Spring 2019

WE PROVIDE CHOICES FOR PEOPLE TO LIVE INDEPENDENTLY IN THE PLACE THEY WANT TO CALL HOME.



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From the Desk of WRAAA CEO, Dr. Douglas Beach

Our storage totes are unpacked, our new email is up and running, and our in-office and field staff employees enjoy seeing and greeting each other during the week in our bright, new, state-of-the-art headquarters.

Our Western Reserve Area Agency on Aging (WRAAA) at Reserve Square office and meeting space is everything we hoped for and more. Our decision to stay in the heart of downtown Cleveland enables us to better serve the wide and diverse needs of the growing numbers of seniors and disabled adults within Cuyahoga, Geauga, Lake, Lorain and Medina counties.

Thanks to the insight and skills of our architects, real estate developers, city leaders, political representatives, Board of Trustees, and administrative planning team, we now have many functional, welcoming spaces for our clients to visit with our WRAAA professionals and to attend health and wellness classes, educational lectures and special programming. I'm pleased to report our lower level education spaces, "huddle" rooms, and gathering places are already being put to good use by community members.

Our new space is also an asset for our 300 employees who are appreciative of our new medical records area that is as secure as Fort Knox, our sophisticated security system, and our cutting-edge technology throughout the building. Staff also enjoys our four modern cafes, our state-of-the-art nutrition kitchen, and our fully equipped conference rooms.



As we delight in our new home, the importance of home as a safe, comfortable, warm space, is not far from my mind. Feeling at home is essential to a person's mental and physical well-being. By providing choices for people to live independently and safely in the place they want to call home, WRAAA has changed and improved the quality of our clients' lives, and in some cases, actually saved lives.

As we look to the future, we do so with gratitude to those whose shoulders we stood on and who have shared this journey with us. Now we are in pursuit of a new dream, to be the leading Area Agency on Aging in the country. Based on the results I have seen, along with the commitment of our staff and the support of our Board of Trustees and community leaders, we are on our way.

So, to everyone in our service area, "Welcome Home." We promise to continue to serve you with excellence and in a "best in class" manner every day.

Dr. Douglas Beach



WRAAA Sharing is Caring Campaign

WRAAA has long recognized the importance of being a good community partner. It's that commitment to join forces with like-minded organizations and individuals that allows us to build bridges within our community and augment the number of people we assist. Below are some examples of WRAAA's outreach efforts this season.

METROHEALTH SYSTEM: A collaboration between WRAAA and MetroHealth provided 1,000 turkeys during the cold winter holidays to MetroHealth patients and community residents. "WRAAA makes life better for

© Top: Dr. Douglas Beach, CEO of WRAAA and Dr. Akram Boutros, President of MetroHealth, distribute holiday turkeys. Above: Happy community residents receiving holiday turkeys

thousands of people every day," says Dr. Akram Boutros, president and CEO of MetroHealth System. "Many thanks to WRAAA for improving our patients lives during the holiday season. We are adding you to the list of all those to whom MetroHealth is grateful."

☺ Director of Program Development and Planning Karen Webb with WRAAA CEO Doug Beach at Senior Transportation Connection's annual dinner, 'Celebrating Connections'. WRAAA is a leading sponsor of the annual event that raises funds to buy and maintain accessible vehicles.



KARAMU HOUSE: When we moved to our new Reserve Square offices, we had lots of functional furniture and office equipment to donate. Karamu House received some of this furniture. "These durable pieces of furniture will now take center stage at Karamu House," promises Tony Sias, president and CEO of Karamu House. "We no longer need to rent office furniture for our productions. WRAAA desks, tables and chairs will be stored in our prop room and will add to the authenticity of our sets. The large conference table will sit in our newly designed meeting room."



Mr. Sias says he is overjoyed with Karamu's partnership with WRAAA. "Both WRAAA and Karamu House place a high value on improving the lives of the seniors in our community, both on stage and off."

SHAKER LAKES NATURE CENTER: This Shaker Heights non-profit also received WRAAA office furniture, allowing them to update their workspaces without having to purchase new items. "Receiving the office chairs for our conference room, an interoffice mailbox, file cabinets, a shelving unit and swivel desk chairs from WRAAA ensures the bottom line remains focused exclusively on our mission," says Tom Hornberger Shaker Lakes Nature Center business manager.

SENIOR TRANSPORTATION CONNECTIONS (STC): "Along with raising our profile within the community, WRAAA is a valued funder and major sponsor for our annual dinner, 'Celebrating Connections'," says STC development director Catherine Ciha. "The event raises funds to maintain our accessible vehicles and purchase new ones. This translates into reliable transportation for our seniors, allowing them to connect to life-enhancing medical, social and recreational opportunities."

BRITTANI SINCLAIR: When Mary Kay entrepreneur Brittani Sinclair wanted to reach a larger audience, our lower level area provided the perfect space. Nine members of WRAAA staff were treated to a facial and make-up tips under Brittani's supervision. "Having the use of

☺ Conference chairs donated by WRAAA help Shaker Lakes Nature Center spend available funds on educating visitors about nature and promoting better environmental stewardship.

this space at no charge allows a young Cleveland entrepreneur like myself the chance to demonstrate my product and further my goal to expand my Mary Kay business," Ms. Sinclair says. "I thank WRAAA from the bottom of my heart for giving me this opportunity and I hope to pay it forward one day." 🌸

☺ Members of WRAAA staff get makeovers and beauty tips from Mary Kay consultant Brittani Sinclair.



PASSPORT is Just the Ticket for These Seniors

PASSPORT has worked for years to give older people alternatives to placement in nursing homes. As one of WRAAA's flagship services, PASSPORT strives to ensure the opportunity for independent living is available to every qualifying individual.

Each PASSPORT participant has a dedicated Care Manager who coordinates in-home services and maintains regular contact with the participant and PASSPORT agencies.

PASSPORT offers in-home services, including:

- Home delivered meals
- Personal care assistance
- Emergency response services
- Adult day care services
- Housework services
- Respite care

WRAAA's PASSPORT team is available from 9AM-5PM Monday through Friday. For more information call 216-539-9240

Below are stories shared by WRAAA clients who have benefited from PASSPORT services that have allowed them to live independently and with dignity in their own homes.

Walter Thornton

As the former supervisor of the Cleveland Heights Streets Department, Walter Thornton, 64, appreciates when things are done as they should be – properly and efficiently. That's why he is grateful for his many PASSPORT support services.



"The help I receive from PASSPORT programs has allowed me to live comfortably in my own home of 26 years without any problems," he says.

Mr. Thornton credits all the good things that have made his life easier to his PASSPORT/Assisted Living care manager Delissa Churn, LSW. "When Delissa learned I had not been able to walk up to my second floor in nine years she had a chairlift installed so I could sleep in my bedroom again," says Mr. Thornton. "She also helps me stay safe and healthy by installing safety bars in my bathrooms, and giving me an emergency response button to wear around my neck."

Having reliable transportation is also a big plus for Mr. Thornton. "Whenever I need a ride to the doctor a van picks me up at my door and brings me home. I never have to wait, the driver is always on time," he says.

Mr. Thornton believes without PASSPORT assistance he is not sure his quality of life would be as good as it is right now. "I have a lot to be grateful for," he says. "I'm so happy to be living in my own home on my own terms. That's a real blessing."



Dorothea Brown

Being independent and living successfully in her own home is what makes Dorothea Brown, 73, wake up with a smile on her face every day and “praise the Lord,” she says.

“I don’t know where I’d be without the help I get from the aide who comes to my apartment during the week,” she says. “She cooks, cleans, brings me groceries and does a little bit of everything.”

Mrs. Brown, who worked many years as a nurse’s aide, also gets a nutritional boost from PASSPORT’s home delivered meals program. “The food tastes good and I know it’s good for me,” she says. “All I have to do is warm my meals up and I have dinner.”

Between the home assistance from her PASSPORT aide and her weekly home delivered meals, Mrs. Brown is confident she will be living in her home a long time. “I’ve been thrown some lifesavers, and that has made all the difference,” she says.

Francis Dinkes

Two stays in a nursing home, one for a broken ankle, and the other for sepsis, convinced Francis Dinkes, 77, there is no place like home. “It’s so much better to be able to live out your life in your own home, surrounded by family and your own things, rather than spend your days in a long-term care institution,” says Mrs. Dinkes.



© Francis Dinkes

Mrs. Dinkes, who had a long career as a tax auditor for the Internal Revenue Service, says although she was thrifty, she did not save enough for the extra health care when she got older. “That’s why I’m so grateful for all the help I’ve received from PASSPORT,” she says. “My care manager has helped me navigate the bureaucracy and cut through the red tape in terms of regulations and codes so I can access necessary services.”

Along with serving as her PASSPORT liaison, Mrs. Dinkes’ care manager has provided her with a new bed, brought in an exterminator to get rid of ants, makes sure she is accompanied by an aide to her doctors appointments, and gets help with activities of daily living. “She has been invaluable to me,” says Mrs. Dinkes.

PASSPORT’s Consumer Directed Service option has also been a big plus for Mrs. Dinkes. “I have a good mind and the Consumer Directed Service option has allowed me to play an active role in directing my own care,” she says. “I fill out my care worker’s time sheets, which puts me in control. At this point in my life that’s a good place to be.” 🌸



Photo: Autohaus Image

BEHIND THE SCENES

Everything you wanted to know about WRAAA's new offices

Whether you spend time at WRAAA's new Reserve Square headquarters as an employee, client or visitor, the design and accessibility within each designated area is a wonder. To achieve this perfect blend of form and function, many experts spent countless hours planning every inch of this project. Timm Judson, a principal of Cleveland-based High Rock Property Advisors Ltd., was actively involved in this process. Timm answered some questions pertaining to WRAAA's new headquarters.

Q. Why did you select this location for WRAAA's new home?

A. The WRAAA's Board of Trustees and administration was firmly committed to staying downtown. However, finding 60,000 square feet of office space centrally

located in downtown Cleveland, including parking, can be difficult. We considered several other buildings for redevelopment, with WRAAA the sole tenant. But when K&D Real Estate Services, property managers of Reserve Square, made us a very aggressive proposal that included parking, we jumped on it. Reserve Square is a thriving, multi-use facility with office, residential and commercial uses. WRAAA employees have access to all the building's amenities including restaurants, the fitness and aquatic center, outdoor grilling and rooftop deck areas.

Q. Describe the size of WRAAA's space:

A. WRAAA occupies 57,000 square feet of office space on three levels of the East 13th Street side of the Reserve Square apartment-office complex at 1700 E. 13th Street.



Q. How many WRAAA employees work in the new location and is there room for future expansion?

A. Currently 150 employees work at WRAAA on a daily basis. What's special about this location is that 150 field professionals, who do not have private offices, have access to the "touchdown" area on the lower level of the building. This space, with more than 100 linear workstations, gives field professionals a chance to meet and mingle, exchange ideas and build camaraderie.

Q. Where do people park?

A. Employees park in the Reserve Square garage, directly accessible to the second level of the WRAAA space. Visitor parking is available across the street, and the new WRAAA headquarters is on multiple bus lines.

Q. Describe the well-equipped sleek, modern instructional kitchen on the lower level

A. This is an event and demonstration kitchen located on the lower level. Food for large events for upwards of 300 people can be prepared and served here. Also the WRAAA nutritional food preparation classes will be held in this kitchen and can be viewed live or via Internet stream.

Q. Are there areas for public use?

A. WRAAA hosts a Large Group Instruction Room and nine separate conference rooms, all with video capability. These conference rooms, range in capacity from six people to 40, and are available for public rental.

Q. Describe the medical records area

A. As required by HIPAA, medical records storage on the lower level is situated in a fully secured, fully monitored location. File storage racking is state-of-the-art with a rolling, high capacity system.

Photo: Autohaus Image



☉ One of four new staff cafés.

Q. Why are there staff cafés throughout the building?

A. Instead of employees eating at their desks, we planned friendly, brightly-colored, conveniently placed, staff cafés situated throughout the three floors. We wanted these areas to be airy and welcoming with modern, comfortable dining furniture, and appliances like a microwave and refrigerator. These homey dining areas are designed to be gathering places where staff can interact and enjoy each other's company.

Q. How is modern technology incorporated throughout the building?

A. The new space has state-of-the-art technology where it counts – in communication, video capability, Category 6 cabling, and full security that can be monitored and controlled by the WRAAA information and technology group. There are HD cameras and paging capabilities throughout the building. All employees wear ID access credential badges for secure entry.

☉ New aging and disability resource center.



☉ New hi-tech large group instruction area.

Q. Your thoughts about WRAAA's new home

A. The new space is colorful, fresh and interesting with lots of glass and state-of-the-art technology throughout. There are many welcoming common areas for the employees. After just a few months I already see lots of employee interaction within the space and it's an uplifting place for clients to visit. We hit a homerun with this project, which will allow WRAAA to continue to meet and exceed its goal of providing outstanding client service now and in the future. 🌿





WRAAA Reserve Square **GRAND OPENING COVERAGE**

WRAAA staff, board members and elected officials gathered together to celebrate the festive grand opening of WRAAA's new Reserve Square offices. "Our wonderfully designed office space and central location enables us to expand our services, allowing our community's senior adults to maintain the highest quality of life possible," says WRAAA CEO Dr. Douglas Beach.



Matt Dolan (Republican): State Senator of District 24

"We are never too old to learn, to grow and to socialize. Thanks to its partnership with the State of Ohio, WRAAA continues to fulfill an essential public service — caring for our elderly in the best possible way. All the meaningful work taking place in WRAAA's new home enables our seniors to stay forever young."



Stephanie D. Howse (Democrat): State Representative for House District 11

"We are never too old to learn, to grow and to socialize. Thanks to its partnership with the State of Ohio, WRAAA continues to fulfill an essential public service — caring for our elderly in the best possible way."



Dave Greenspan (Republican): State Representative for House District 16th

"The State of Ohio is thrilled to provide WRAAA with the necessary support and tools to successfully deliver vital services to our senior population, and to continually meet our community needs."





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Need A Meeting Room?

The new WRAAA headquarters not only offers spacious meeting areas for our staff and consumers, we also offer businesses, non-profits and entrepreneurs the use of one of 10 meeting rooms located within the three levels of our newly appointed space.

WRAAA's full service meeting rooms, which can accommodate from 6 to 100 people, come fully equipped with up-to-date technology. And count on our friendly WRAAA staff to greet you and your guests, and to attend to your needs before, during and after your meeting.

What you need to know about meeting rooms at WRAAA headquarters:

1. All the meeting rooms are available when WRAAA is not using the space for training, staff meetings or educational programs.
2. A sliding scale will be applied to room rental fees and additional costs.
3. Refreshments or meals can be served in the meeting rooms, as long as a caterer on the WRAAA approved caterer list provides the food.
4. All audio/visual needs will be provided by a trained WRAAA a/v technician.
5. Parking arrangements can be made with the Reserve Square Property management office. There are also nearby off-street parking lots.
6. Other amenities including copy machines, fax machines, kitchen appliances, kitchen space and additional options are available.

Find out more about availability or to take a tour, contact Eileen Callahan at ecallahan@areaagingsolutions.org or call her at **216.727.2425**.

About WRAAA

The Western Reserve Area Agency on Aging (WRAAA) is a private nonprofit corporation. We were organized and designated by the State of Ohio to be the planning, coordinating and administrative agency for federal and state aging programs in Cuyahoga, Geauga, Lake, Lorain and Medina counties. Building upon four decades of experience in providing services and support to individuals in need, WRAAA continues to expand our service portfolio in the long-term and healthcare delivery systems.

Our Mission Statetment

We provide choices for people to live independently in the place they want to call home.

Our Vision Statetment

We aim to create a community that provides aging individuals and people with disabilities the opportunity to have their needs met with optimum choice, dignity and maximum independence.

Upcoming Events in Counties WRAAA Serves

APRIL	County	Date
9th Annual Geauga County Maple Festival	Gauga	25th-28th
MAY	County	Date
Rite Aid Cleveland Health & Fitness Expo	Cuyahoga	17th-18th
Rite Aid Cleveland Marathon	Cuyahoga	18th-19th
Rockin' on the River	Lorain	24th
Cleveland VegFest	Cuyahoga	18th
Mayfest Fine Arts Show	Cuyahoga	18th
JUNE	County	Date
Parade the Circle 30th Annual	Cuyahoga	1st
29th Annual Rib N Rock Music Fest & Cook Off	Cuyahoga	6th-9th
LaureLive Music, Arts & Culinary Festival	Gauga	8th-9th
City Mission Run	Cleveland	15th
JULY	County	Date
Cleveland Grand Prix's Chagrin Valley Jumper Classic	Cuyahoga	4th-6th & 7-9th
Painting in the Park	Cuyahoga	13th

AUGUST	County	Date
Rock Hall Half Marathon	Cleveland	17th
Valley City Frog Jump Festival	Medina	18th
5th Annual Medina County Senior Walk	Medina	30th
174th Annual Lorain County Fair	Lorain	19th-25th
Warrensville Heights Summer Festival	Cuyahoga	17th-18th
Cleveland Garlic Festival	Cuyahoga	24-25th
SEPTEMBER	County	Date
Senior Safari	Cuyahoga	TBA
Grandparents' Day at the Zoo	Cuyahoga	TBA
73rd Annual One World Day	Cuyahoga	15th
Village Peddler Festival	Lake	14th-15th
Firefish Festival	Lorain	20th-21st
Amazing Race	Medina	21st
Ingenuity Fest: Dreamscapes	Cuyahoga	27th-29th
OCTOBER	County	Date
Beachwood Fall Festival	Cuyahoga	18th
Huntsburg Pumpkin Festival	Gauga	5th-6th
174th Annual Lorain County Fair	Lorain	19th-25th



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CONTACT US

For more information regarding this newsletter please contact the Performance and Quality Measurement Department at pmqi@areaagingsolutions.org

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