



News Release

Lifeline, Inc.

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Lifeline Announces 2021 Results

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PAINESVILLE, Ohio— Lifeline, Inc., Lake & Geauga Counties' Community Action Agency, served 3,120 unduplicated low-income families in Lake & Geauga Counties, or 6,171 individuals, in 2021 according to the agency year-end report—the most ever assisted by the agency. Additionally, the agency's 2-1-1 hotline, which operates in Lake County only, provided information & referral services to 33,594 inquiries, many of those related to the COVID-19 pandemic. By comparison, Lifeline, Inc. served 2,470 unduplicated low-income Lake & Geauga County families in 2020, including 4,724 individuals.

"We're very pleased to announce our 2021 results," said Carrie Dotson, Executive Director at Lifeline, Inc. "2021 was another year when our community needed us more than ever and our results clearly show the effects of the current economy. We have been really pleased with the different ways we've been able to assist our residents through the pandemic, including with food assistance for senior citizens, financial assistance with emergency rent and utilities, in providing PPE kits to residents and in assisting our seniors in registering for vaccine appointments through our 2-1-1 hotline."

The report details the demographics of each household assisted by Lifeline in 2021. Of the 6,171 individuals served in 2021, 64% were Caucasian, 26% African-American, 3% Hispanic and 7% represented other ethnicities or multi-race families. Sixty percent of all individuals served were female.

Of the individuals served, 33% fell within the 0-17 age range; 37% fell within the 18-54 age range; 13% fell within the 55-64 age range; and 17% fell within the 65 years and older age range.

Of the 3,120 households assisted in 2021, 54% were single person homes; 26% were single-parent households headed by a female; 8% were households with two adults; 8% were two-parent households; 2% was single-parent households headed by a male and 2% were other types of households.

Other pertinent stats include: 5% of individuals served had no health insurance and 21% of individuals served were disabled. Of the 3,120 households served, 84% rented housing; 7% owned their own home; and 9% were homeless.

"This year we've seen several notable shifts in our demographics, likely from the changing economy and the impacts of the COVID-19 pandemic," Dotson said. "We saw so many more families who have been traditionally middle class, but who had COVID-19 financial impacts to their employment and eventually needed help. We were so pleased to have the CARES Act and American Rescue Plan Act funds, as well as other relief funding, to meet their needs and keep their families afloat. We also saw a pretty significant jump in the number of senior citizens we served, which fits with Lake County's aging demographic."

Lifeline for the Empowerment and Development of Consumers was founded in 1973 with the mission of helping Lake County residents by providing them assistance and life skills programming that is designed to increase self-sufficiency. In 1980 Lifeline became a participating agency of the United Way of Lake County, UWLC, and in 1987 was designated a community action agency by the Ohio Department of Development, ODOD. In 2008, Lifeline was designated as a mental health agency by the Ohio Department of Mental Health and Addiction Services. Lifeline received interim designation as Geauga County's community action agency in 2020.

Today Lifeline continues with the same mission of helping Lake County's low-income residents break the cycle of poverty and make the transition from agency-dependency to self-sufficiency. Lifeline's current programming includes services in the healthcare, housing & energy assistance, information & referral services, guardianship, and consumer education & job training areas. Our motto is 'helping people, changing lives.' Lifeline is currently funded by the UWLC and by grants through the ODOD, the Lake County Board of Commissioners, the Lake County ADAMHS Board, Lake County Department of Job & Family Services, the City of Mentor, the Western Reserve Junior Service League, the Lake County Board of Developmental Disabilities, Lake Health and through private donors.