

2026 Analysis of Lake County Participation/Service Data to Assess Demand and Unmet Needs for Seniors in Lake County

(Data Sources: Senior Center and Lake County Council on Aging)

April 2026

Presented by:
The Osgood Group, LLC

Methodology

- The Lake County Board of Commissioners, with the support of the Senior Citizens Advisory Panel, are examining its services for older adult residents of Lake County. This study focused on participant/visitation data made available to The Osgood Group by all senior centers in Lake County (nine) and client service data from Lake County Council on Aging (LCCoA).
- To conduct the analysis, a single analyzable database was created by The Osgood Group. Participant and program data was standardized across nine different entities and three different systems/software. Data entry protocols were different across entities, requiring additional data cleaning and standardization.
- Not all systems / datasets covered the same time period, and LCCoA switched systems during the time period covered. The Osgood Group isolated a three-year period where the data most overlapped and used that for the analysis. Data outside of this range was not included.
- Details on the data standardization and aggregation can be found in Appendix A.
- All results are presented in the aggregate; individual participant data is considered confidential and is not visible in this report.
- Note that this study does not take into account services provided through other entities such as religious institutions, other nonprofits or community centers.

Key Findings

SENIOR CENTER DEMAND FOR SERVICES:

- During the past 3 years, a total of 14,338 seniors visited a Lake County Senior Center during at least one of the three years. On an annual basis, roughly 12% of those eligible to use a Senior Center use one in any given year.
- We do not see visitation growth for the Senior Centers over the most recent 3-year period.
- The “sweet spot” for the age of Senior Center visitors is 70-85. More than half (53%) of Senior Center visitors are within ages 70-85.

LAKE COUNTY COUNCIL ON AGING (LCCoA) DATA DEMAND FOR SERVICES:

- The number of seniors (age 55+) served by the LCCoA is significantly smaller than those served by Senior Centers. From August 2024 through October 2025, the LCCoA served 4,129 unique individuals. The overlap between those served by Senior Centers and the LCCoA during that time period is minimal (7%).
- Meals (as both a percentage of services overall & units of service) is the largest, by far, percentage of overall services provided by the LCCoA, but the ADRC program served the largest number of people.
- Most commonly, those receiving services from LCCoA are in Mentor (23%) or Painesville (16%).

USE OF SENIOR CENTERS IN LAKE COUNTY

- A majority have one location that they stick to, but many visit more than one location. Mentor visitors were the least likely to visit an alternative center; Willowick, the most likely.
 - Other centers visited tend to be within a 10-to-15-minute drive from one another.
- It is very common for seniors to go to a Senior Center outside of their own municipality. Mentor (64% of visitors are Mentor residents) and Madison (69%) include the highest proportion of their own residents as visitors.
- Exercise classes/equipment are among the most popular activities, along with ‘games/hobbies’ and ‘socializing.’ The number of different activities/services offered by most Senior Centers is very long and varied, however.
- In the most recent year of analysis, these communities have the highest proportion of their seniors (55+) attending senior centers: Mentor (17%), Willoughby (12%) and Painesville (12%). The seniors in Leroy (1%) were the least likely.

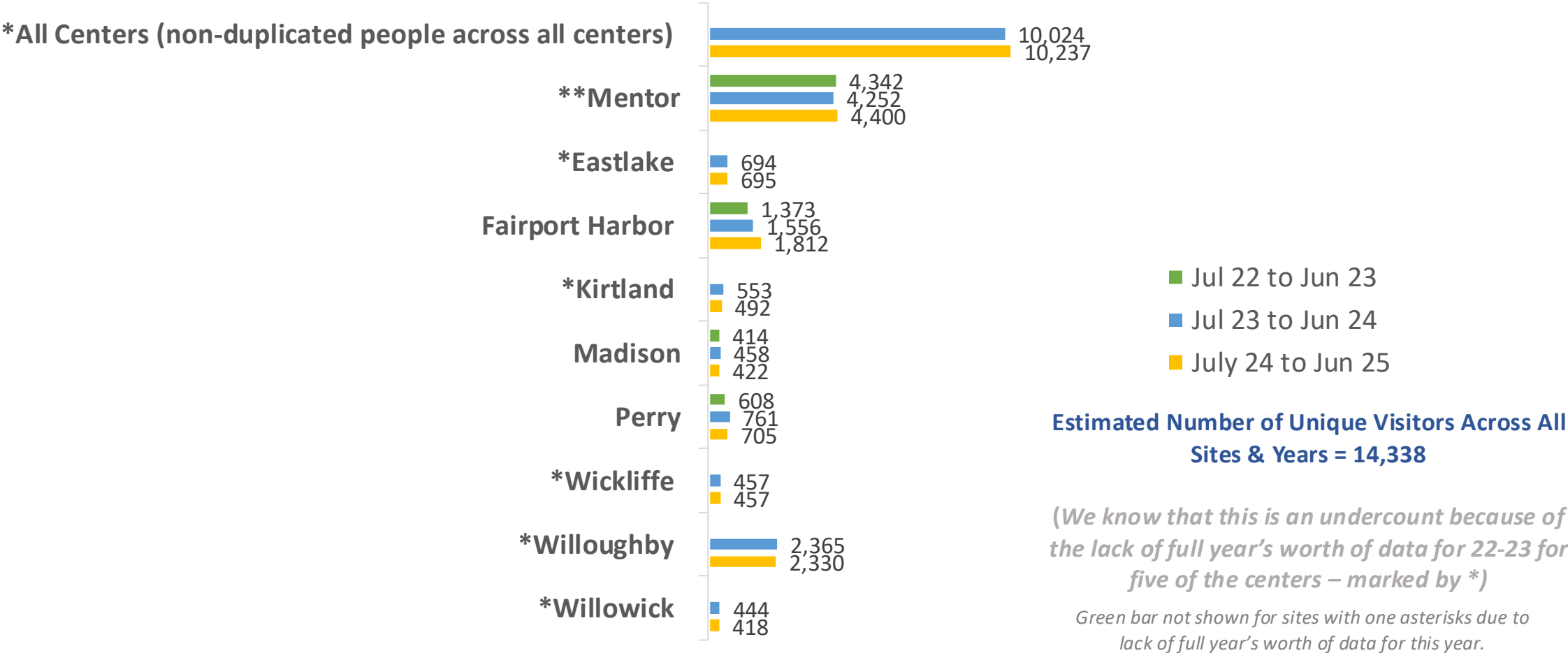
DATA AND TRACKING

- The analysis revealed widely inconsistent practices for data entry across the Senior Centers, further complicated by the use of multiple systems, making analysis extremely fraught. There is huge opportunity for much more meaningful learnings if this issue is addressed.

Senior Center Data

Number of Visitors by Senior Center Location - By Year

- Keeping in mind that people are often visitors at more than one Senior Center every year, there were 8,398 visitors in 2022-2023 (incomplete count), 10,024 in 2023-2024 and 10,237 in 2024-2025. We do not see a meaningful increase in Senior Center visitation over the three-year period.
- There are about 85,000 residents aged 55+ in Lake County. Therefore, roughly 12% of those eligible to use a Senior Center do so.
- Mentor Senior Center visitors represent almost half of the total senior center visitation in Lake County.



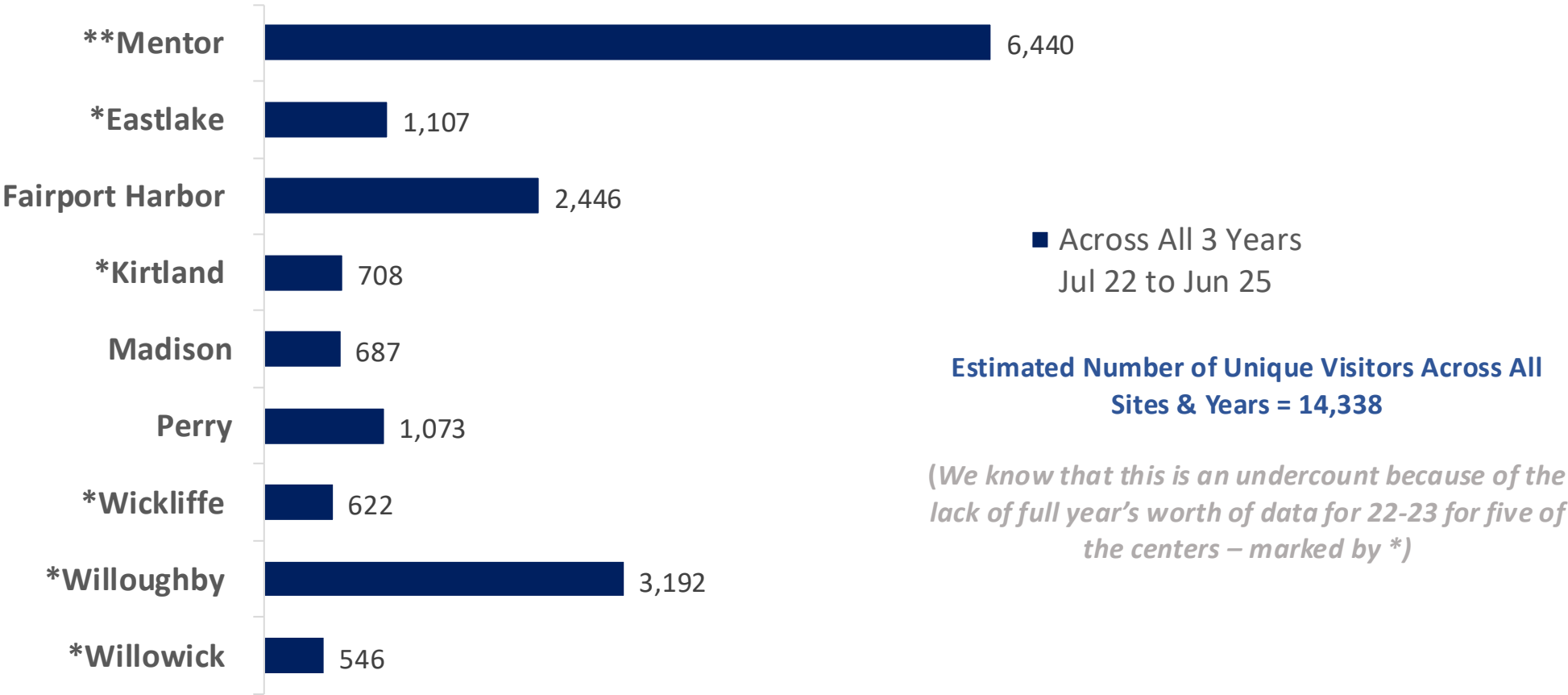
See appendix for full detail on data descriptions and analysis & interpretation limitations of data presented.

*Do not have a full year of data for year one for these sites.

**Mentor uses a tracking system that is different from that used by the other sites which records check-in and registration data differently.

Unique Number of Visitors by Senior Center Location – All Three Years Combined

- During the past 3 years, a total of 14,338 seniors visited a Senior Center during at least one of the three years.
- Mentor, Willoughby (with less than 3 full years of data) and Fairport Harbor have the largest number of unique visitors.



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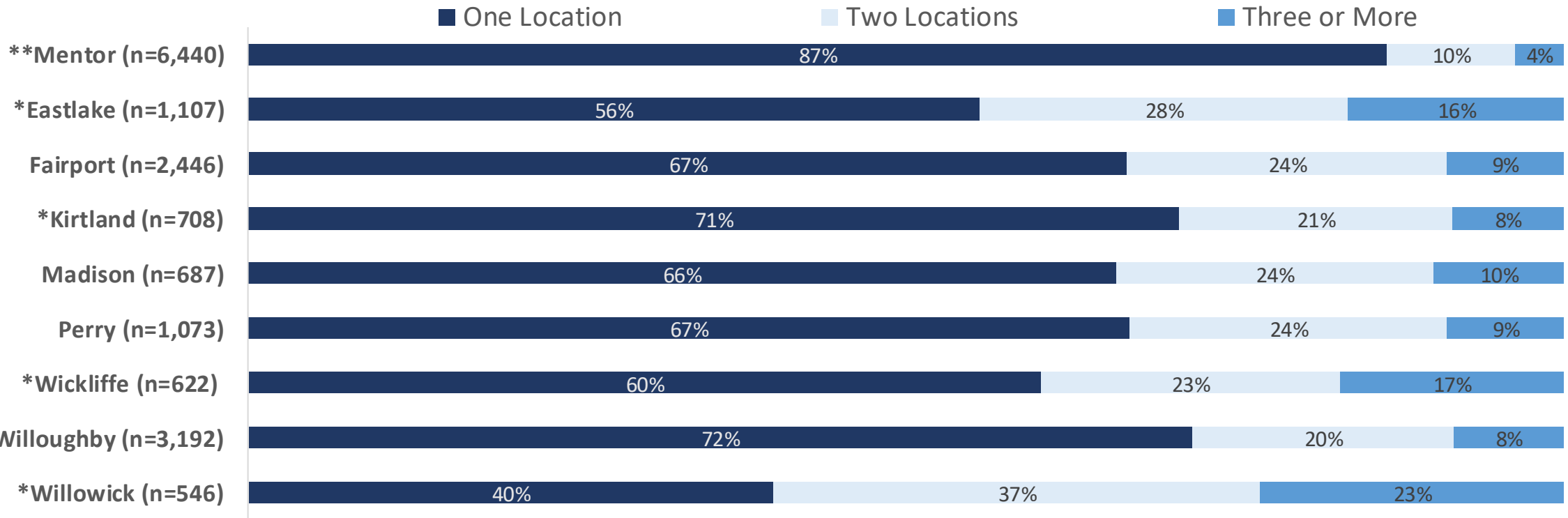
Use of Multiple Senior Centers

- Most have one location that they stick to, but many visit more than one location. Mentor visitors were the least likely to visit another center; Willowick, the most likely to visit another center.

Among those who
went to this
location at least
1x in the 3 yrs...

... % visiting 1, 2 or 3+ sites.

Interpretation example: For Visitors to Mentor, 87% only visited Mentor, 10% visited Mentor and one other site and 4% visited Mentor and 2 other locations.



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Crossover Visitation Across Senior Centers

- Here, we dig into details from the previous slide to show exactly which other centers people are visiting.
- Highlighted in yellow are the locations most frequented by those who visited the location in that row.
- Eastlake, Wickliffe, Willowick and Madison see the greatest number of participants visiting other Senior Centers.
- Other centers visited tend to be within a 10-to-15-minute drive from one another.

Among those who
went to this
location at least
1x in the 3 yrs...

What % of those also went to this location in during those 3 yrs...

Interpretation example: For Mentor visitors, 7% of them also visited Willoughby, but only 0.5% visited Madison.

Location	Mentor	Eastlake	Fairport	Kirtland	Madison	Perry	Wickliffe	Willoughby	Willowick
**Mentor (n=6,440)	--	2% (15 Minutes)	5% (12 Minutes)	1% (22 Minutes)	0.5% (27 Minutes)	1% (18 Minutes)	1% (16 Minutes)	7% (16 Minutes)	1% (15 Minutes)
*Eastlake (n=1,107)	13% (15 Minutes)	--	8% (19 Minutes)	1% (22 Minutes)	1% (35 Minutes)	2% (26 Minutes)	8% (14 Minutes)	18% (13 Minutes)	17% (8 Minutes)
Fairport (n=2,446)	14% (12 Minutes)	3% (19 Minutes)	--	2% (27 Minutes)	6% (22 Minutes)	8% (14 Minutes)	1% (21 Minutes)	9% (21 Minutes)	2% (21 Minutes)
*Kirtland (n=708)	10% (22 Minutes)	2% (22 Minutes)	5% (27 Minutes)	--	1% (35 Minutes)	6% (32 Minutes)	1% (20 Minutes)	15% (16 Minutes)	2% (22 Minutes)
*Madison (n=687)	5% (27 Minutes)	2% (35 Minutes)	22% (22 Minutes)	1% (35 Minutes)	--	15% (15 Minutes)	0% (36 Minutes)	2% (35 Minutes)	0.3% (36 Minutes)
Perry (n=1,073)	6% (18 Minutes)	2% (26 Minutes)	18% (14 Minutes)	4% (32 Minutes)	10% (15 Minutes)	--	0.3% (27 Minutes)	4% (27 Minutes)	1% (27 Minutes)
*Wickliffe (n=622)	8% (16 Minutes)	13% (14 Minutes)	4% (21 Minutes)	2% (20 Minutes)	0% (36 Minutes)	0.5% (27 Minutes)	--	20% (13 Minutes)	17% (7 Minutes)
*Willoughby (n=3,192)	14% (16 Minutes)	6% (13 Minutes)	7% (21 Minutes)	3% (16 Minutes)	0.5% (35 Minutes)	1% (27 Minutes)	4% (13 Minutes)	--	3% (13 Minutes)
*Willowick (n=546)	11% (15 Minutes)	34% (8 Minutes)	7% (21 Minutes)	2% (22 Minutes)	0.4% (36 Minutes)	1% (27 Minutes)	19% (7 Minutes)	19% (13 Minutes)	--

See appendix for full detail on data descriptions and analysis & interpretation limitations of data presented.

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**Mentor uses a tracking system that is different from that used by the other sites which records check-in and registration data differently.

Catchment Area: Where Do People Who Visit Live? Top 5 Most Frequent Visitor Cities

- Mentor (64% of visitors are Mentor residents) and Madison (69%) include the highest proportion of their own residents as visitors.
- For the most part, the Senior Centers include residents from many different municipalities besides their own.
- Perry scores lowest for ‘home city’ visitation. Thirty two percent of those who visited the Perry Senior Center live in Perry.

Most common city of residence Among those who went to

Interpretation example: Among those who go to the Mentor Senior Center , 64% live in Mentor, 9% in Painesville, etc.

	Mentor Senior Center	Eastlake Senior Center	Fairport Harbor Senior Center	Kirtland Senior Center	Madison Senior Center	Perry Senior Center	Wickliffe Senior Center	Willoughby Senior Center	Willowick Senior Center
Home City #1 (most common city of residence)	Mentor 64%	Eastlake 52%	**Painesville 56%	Kirtland 46%	^Madison 69%	***Perry 32%	Wickliffe 51%	Willoughby 40%	Willowick 46%
Home City #2	**Painesville 9%	Willowick 11%	Mentor 12%	Mentor 10%	Geneva 7%	**Painesville 25%	Willowick 12%	Mentor 10%	Eastlake 14%
Home City #3	Mentor On The Lake 6%	Willoughby 8%	Concord Township 7%	+Chesterland 8%	**Painesville 6%	^Madison 25%	Euclid 11%	Willoughby Hills 8%	Wickliffe 8%
Home City #4	Concord Township 5%	Mentor 7%	^Madison 5%	Willoughby Hills 6%	***Perry 4%	Mentor 4%	Willoughby 7%	Eastlake 8%	Mentor 7%
Home City #5	Willoughby 4%	Wickliffe 4%	Willoughby 4%	+Chardon 5%	Mentor 3%	Geneva 3%	Eastlake 5%	Wickliffe 6%	Willoughby 7%

Painesville City & Township (Includes Grand River & Fairport Harbor) / *Perry includes Perry, North Perry and Perry Township / ^Madison Township & Village / + not in Lake County

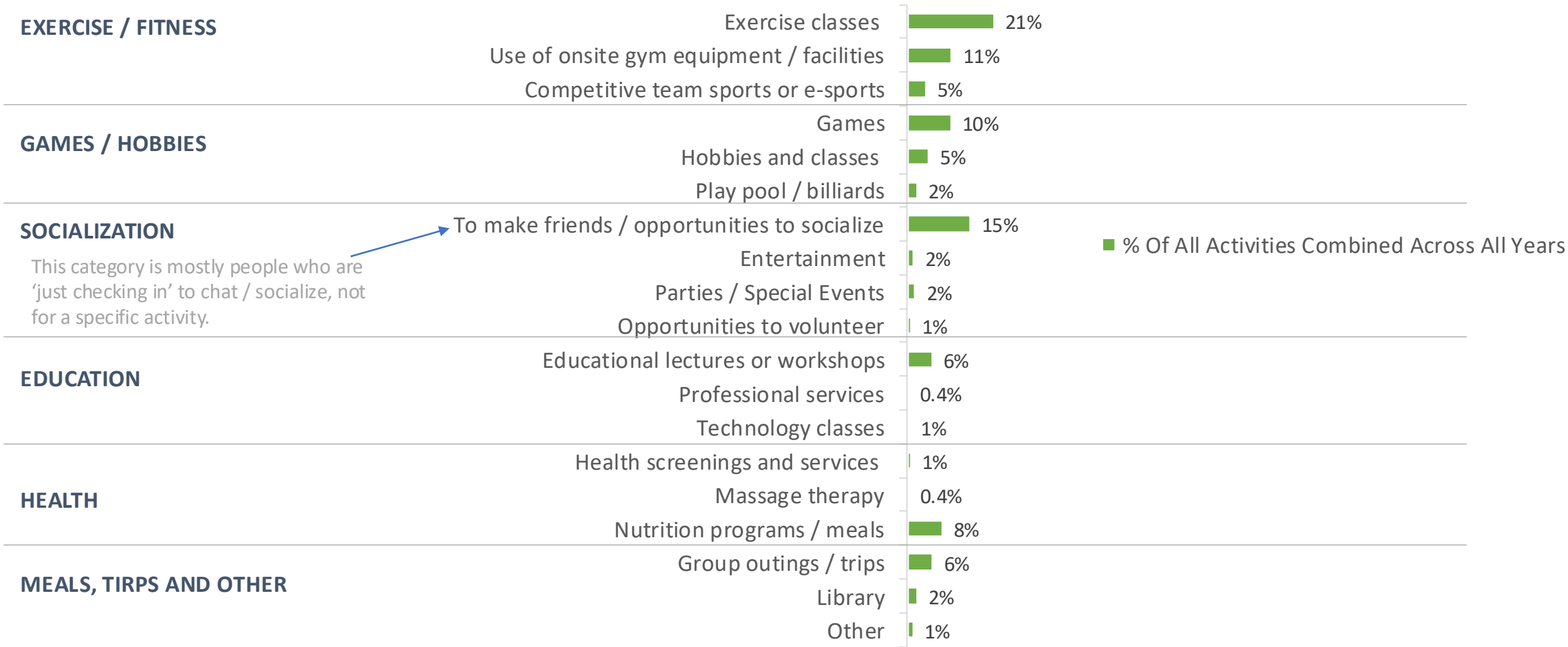
See appendix for full detail on data descriptions and analysis & interpretation limitations of data presented.

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Senior Center Activity Participation Levels Overall (Across All Centers/All 3 Years)

• Exercise classes/equipment are among the most popular activities, along with ‘games/hobbies’ and ‘socializing.’



See appendix for full detail on data descriptions and analysis & interpretation limitations of data presented. Categories shown are mutually exclusive – sum to 100%

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2024 Census Data Population by Area vs. # Reside in City Who Visited A Senior Center Year 3

- About 11% of the total population age 55+ went to at least one senior center from July 2024 through June 2025.
- In the most recent year of analysis, these communities have the highest proportion of their seniors (55+) attending senior centers: Mentor (17%), Willoughby (12%) and Painesville (12%). The seniors in Leroy (1%) were the least likely.

Area	Census Total Population	Census Total Population Age 55+	Census % Total Population Age 55+	# Unique Visitors to a Senior Center 2024-2025	Proportion Population Age 55+ Who Visited A Senior Center in Lake County	Proportion Population Age 55+ Who Did Not Visit A Senior Center in Lake County
Concord	19,211	7,334	38%	382	5%	95%
Eastlake	17,493	6,901	39%	615	9%	91%
Kirtland / Kirtland Hills	7,550	3,088	41%	304	10%	90%
Lakeline	206	74	36%	6	8%	92%
Leroy	3,184	1,510	47%	12	1%	99%
^Madison	18,445	6,604	36%	465	7%	93%
Mentor	47,171	18,633	40%	3,233	17%	83%
Mentor-on-the-Lake	7,111	2,860	40%	310	11%	89%
*Painesville	40,995	12,123	30%	1,510	12%	88%
**Perry	8,835	3,051	35%	294	10%	90%
Timberlake	573	283	49%	29	10%	90%
Waite Hill	600	302	50%	15	5%	95%
Wickliffe	12,659	4,623	37%	410	9%	91%
Willoughby	24,046	9,473	39%	1,162	12%	88%
Willoughby Hills	9,975	3,318	33%	257	8%	92%
Willowick	14,162	4,681	33%	359	8%	92%
TOTAL	232,216	84,858	37%	9,363*	11%	89%

**Total is based on only those served who lived in the areas noted here and went to a senior center from Jul 24 to Jun 25 .*

Population data is based on Census American Community Survey 2024 5-year estimates

See appendix for full detail on data descriptions and analysis & interpretation limitations of data presented.

**Painesville includes both the city & township and includes Grand River & Fairport Harbor*

***Perry includes Perry, North Perry and Township*

^Madison Township & Village

Lake County Council On Aging Data

Demographics of Those Receiving Services From Lake County Council on Aging (LCCoA)

- From August 2024 through October 2025, the LCCoA served 4,129 different individuals.
- The largest number of people receiving services from the Lake County Council on Aging come from Mentor (23%) or Painesville (16%).
- The demographics of those receiving services reflect the demographics of seniors in the County as a whole.

Home Cities	% of All Clients	% of Lake County Total Population Age 55+
Mentor	23%	22%
Painesville	16%	14%
Madison	9%	8%
Eastlake	9%	8%
Willoughby	9%	11%
Wickliffe	8%	5%
Willowick	6%	6%
Willoughby Hills	4%	4%
Concord	3%	9%
Mentor-On-The-Lake	3%	3%
Other	10%	n/a

Gender	% of All Clients	% of Lake County Total Population Age 55+
Female	66%	54%
Male	33%	46%
Missing	1%	n/a

Ethnicity	% of All Clients	% in Lake County Overall
Hispanic or Latino	1%	5%
Not Hispanic or Latino	96%	95%
Missing	3%	n/a

Race	% of All Clients	% in Lake County Overall
American Indian / Alaska Native	0%	0.7%
Asian / Asian American	0.2%	2%
Black / African American	3.5%	7%
Native Hawaiian / Pacific Islander	0.3%	0.1%
White	95.3%	91%
Other / Unknown	0.7%	n/a

FIPS	% of All Clients
Non-Rural	65%
Rural	35%
Missing	1%

Poverty Status	% of All Clients
Above Poverty	85%
At or Below Poverty	12%
Missing	3%

Nutrition Risk	% of All Clients
Yes	37%
No	59%
Missing	4%

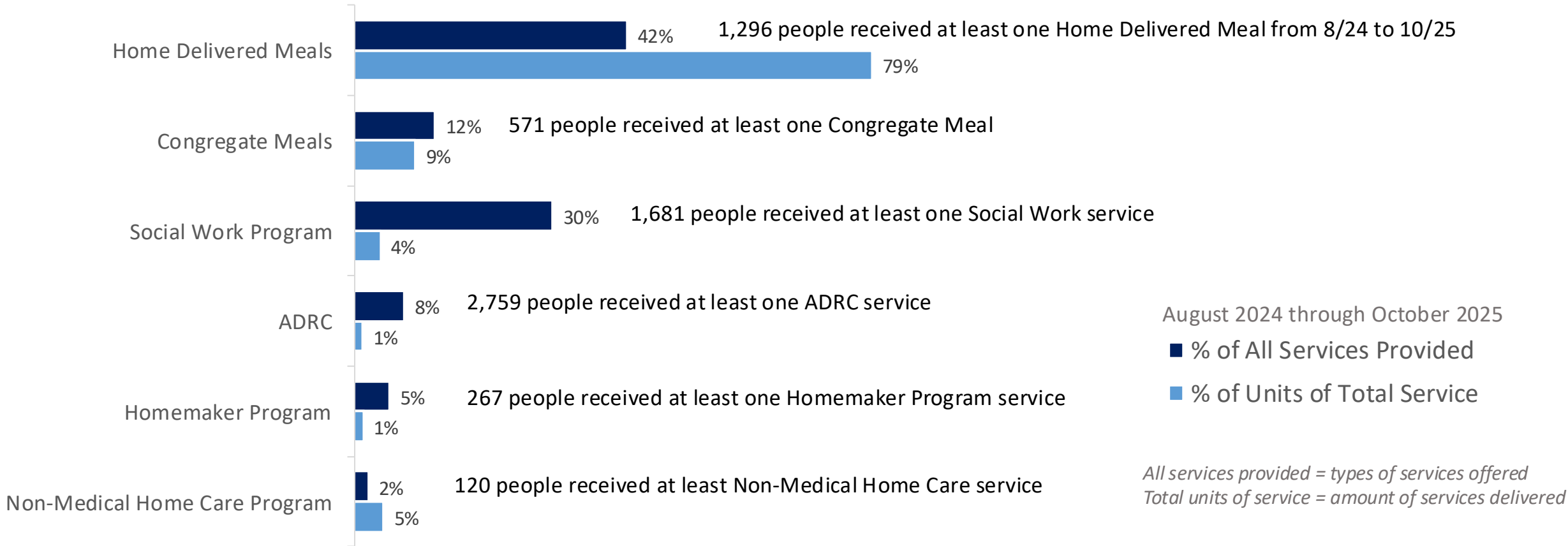
No comparable census data point for tables above.

Census data is based on ACS 2024 5-year estimates.

Lake County Council on Aging data analyzed is for August 2024 through October 2025 (n=4,129). (Data collected prior to that was in a different system and was not imported into the new system). Note that the Lake County Council on Aging data that was provided did not include any data on volunteer services/hours.

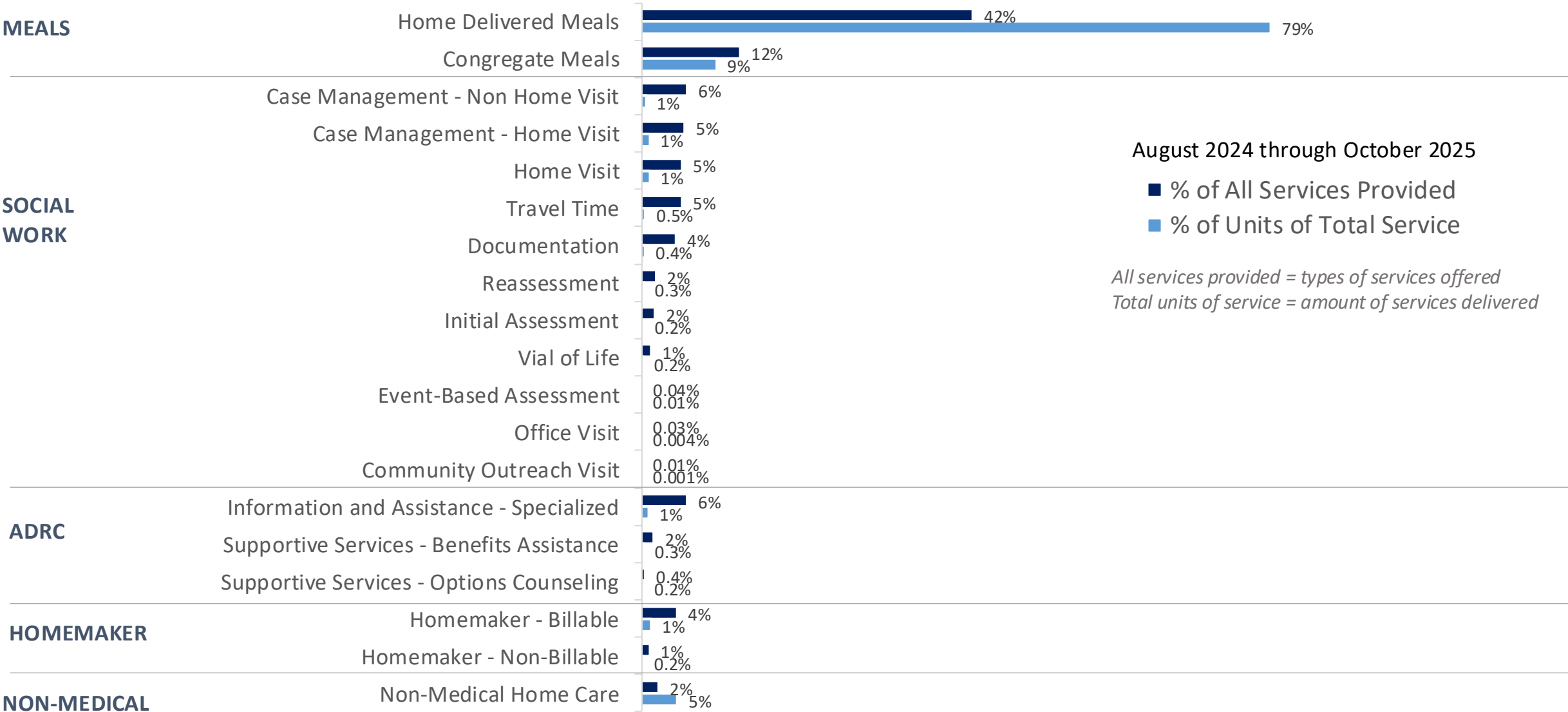
Lake County Council on Aging Care Program Volume

- Meals (as both a percentage of services overall & units of service) is the largest percentage of overall services provided, but the ADRC program served the largest number of people.



Lake County Council on Aging Detailed Services by Care Program

• Meals (as both a percentage of services overall & units of service) are the largest service category captured.

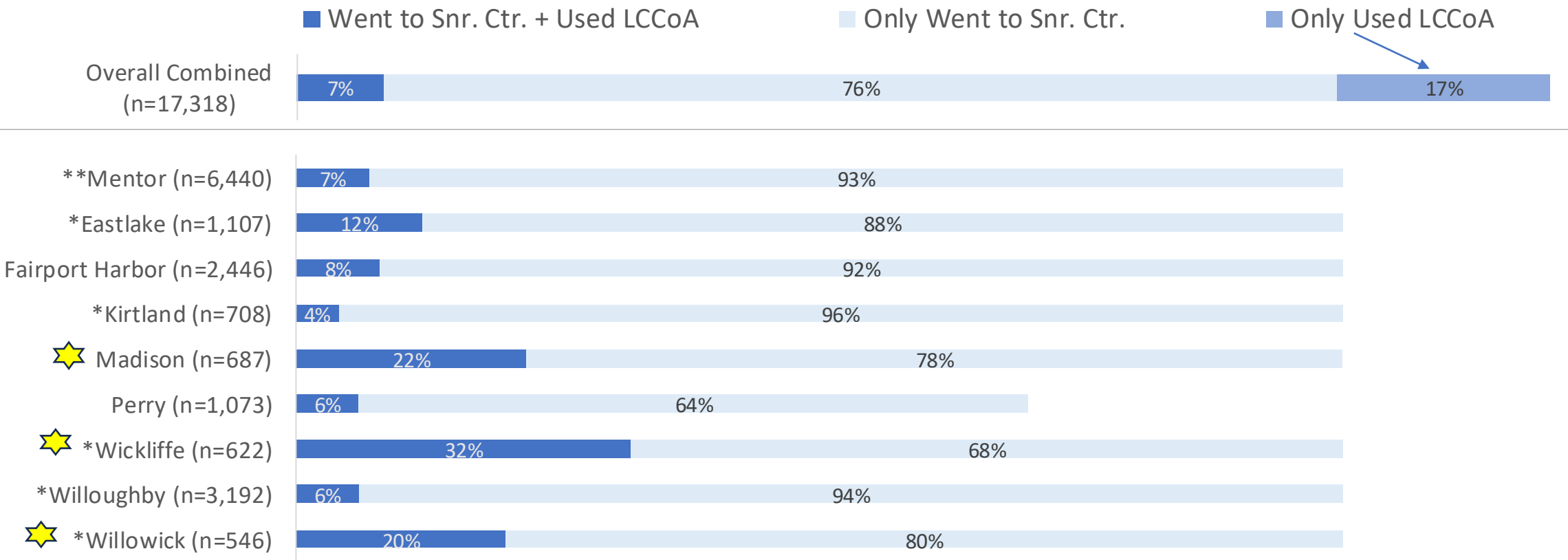


Lake County Council on Aging data analyzed is for August 2024 through October 2025 (n=4,129). (Data collected prior to that was in a different system and was not imported into the new system). Note that the Lake County Council on Aging data that was provided did not include any data on volunteer services/hours.

Senior Center Data & Lake County Council on Aging Crossover

By Center Location, What % Went To Senior Center + Used LCCoA Service vs. Did Not

- Below we show crossover among those who visited at least one senior center during the three-year analysis period and/or used an LCCoA service from August 2024 through October 2025.
 - Sites with yellow stars are LCCoA lunch place meal locations. It is not surprising that these locations show the highest levels of crossover.
- There is not a lot of overlap among those going to centers and those using LCCoA services.

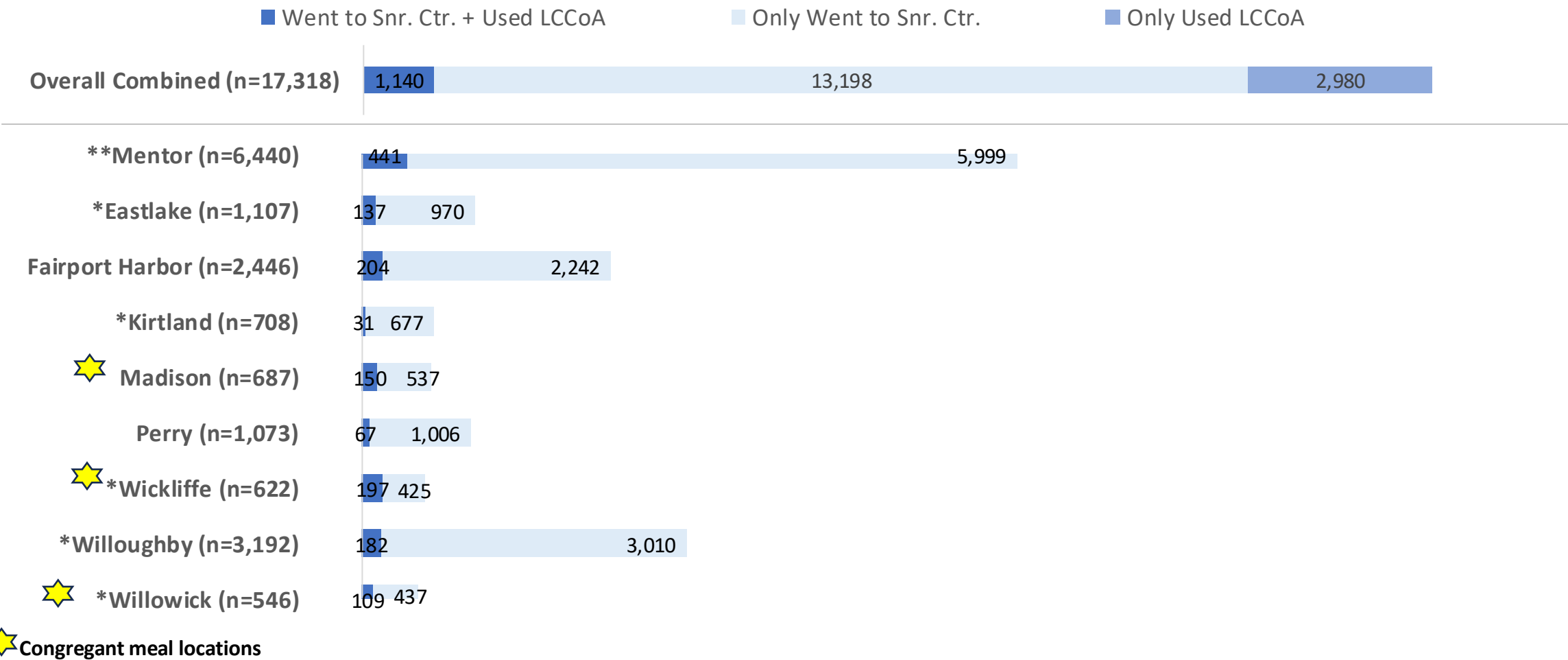


★ Congregant meal locations

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By Center Location, Number Who Went To Senior Center + Used LCCoA Service vs. Did Not

• This uses the same data as the previous page except the findings are expressed as number of people (versus percentage).



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Appendix

Distance Between Centers

Senior Center Original Location	Distance To Alternate Senior Center								
									
	Mentor Senior Center	Eastlake Senior Center	Fairport Harbor Senior Center	Kirtland Senior Center	Madison Senior Center	Perry Senior Center	Wickliffe Senior Center	Willoughby Senior Center	Willowick Senior Center
Mentor Senior Center	–	7.7 Miles (15 Minutes)	7.4 Miles (12 Minutes)	10.2 Miles (22 Minutes)	19.3 Miles (27 Minutes)	13.8 Miles (18 Minutes)	11.1 Miles (16 Minutes)	8.6 Miles (16 Minutes)	10.3 Miles (15 Minutes)
Eastlake Senior Center	7.7 Miles (15 Minutes)	–	13 Miles (19 Minutes)	9.4 Miles (22 Minutes)	24.9 Miles (35 Minutes)	19.3 Miles (26 Minutes)	4.4 Miles (14 Minutes)	3.5 Miles (13 Minutes)	2.6 Miles (8 Minutes)
Fairport Harbor Senior Center	7.4 Miles (12 Minutes)	13 Miles (19 Minutes)	–	18.4 Miles (27 Minutes)	14 Miles (22 Minutes)	8.4 Miles (14 Minutes)	16.5 Miles (21 Minutes)	14.7 Miles (21 Minutes)	15.7 Miles (21 Minutes)
Kirtland Senior Center	10.2 Miles (22 Minutes)	9.4 Miles (22 Minutes)	18.4 Miles (27 Minutes)	–	26.8 Miles (35 Minutes)	22 Miles (32 Minutes)	8.2 Miles (20 Minutes)	7.2 Miles (16 Minutes)	9.7 Miles (22 Minutes)
Madison Senior Center	19.3 Miles (27 Minutes)	24.9 Miles (35 Minutes)	14 Miles (22 Minutes)	26.8 Miles (35 Minutes)	–	7.7 Miles (15 Minutes)	31.7 Miles (36 Minutes)	26.3 Miles (35 Minutes)	26.5 Miles (36 Minutes)
Perry Senior Center	13.8 Miles (18 Minutes)	19.3 Miles (26 Minutes)	8.4 Miles (14 Minutes)	22 Miles (32 Minutes)	7.7 Miles (15 Minutes)	–	22.9 Miles (27 Minutes)	20.4 Miles (27 Minutes)	20.6 Miles (27 Minutes)
Wickliffe Senior Center	11.1 Miles (16 Minutes)	4.4 Miles (14 Minutes)	16.5 Miles (21 Minutes)	8.2 Miles (20 Minutes)	31.7 Miles (36 Minutes)	22.9 Miles (27 Minutes)	–	3.7 Miles (13 Minutes)	2.2 Miles (7 Minutes)
Willoughby Senior Center	8.6 Miles (16 Minutes)	3.5 Miles (13 Minutes)	14.7 Miles (21 Minutes)	7.2 Miles (16 Minutes)	26.3 Miles (35 Minutes)	20.4 Miles (27 Minutes)	3.7 Miles (13 Minutes)	–	3.8 Miles (13 Minutes)
Willowick Senior Center	10.3 Miles (15 Minutes)	2.6 Miles (8 Minutes)	15.7 Miles (21 Minutes)	9.7 Miles (22 Minutes)	26.5 Miles (36 Minutes)	20.6 Miles (27 Minutes)	2.2 Miles (7 Minutes)	3.8 Miles (13 Minutes)	–

Data Analysis Descriptions & Interpretation Limitations

- Individuals were identified by aggregating standardized data across databases on the first 3 letters of first name + last name + street address for participation data analysis. For home residence location analysis, an additional variable, city, was added to the aggregation of the data to determine unique individuals by city of home residence. Given some discrepancies in the city listed by home address (e.g., same street address, different city) we have a slightly higher number of unique individuals in this analysis.
- Some records were removed from the senior center data that were clearly not recording individual visitor activity (for example: instead of name showed “non-member” or “tax”, “food drive participant”, etc.) otherwise, all records provided were included.
- Counts provided by senior center location are unique counts of individuals by center, but one person could have visited more than one center during our time period (and many did).
- For senior center data, center participant activity data was recoded to standardize activity type across the different centers since not all centers categorize activities the same way.
- For analysis purposes, a three-year period where the data most overlapped was identified and is used as the analysis period for reporting. Data outside of this range was not included in the analysis for senior centers.
 - Year 1 = July 2022 to June 2023 / Year 2 = July 2023 to June 2024 / Year 3 = July 2024 to June 2025
 - The table below shows periods where centers are missing data from year one.
- LCCoA switched service providers during the time period covered by our senior center data, and as a result only had data starting in August of 2024 through mid-October of 2025 (when data request was retrieved from the system). Note that the Lake County Council on Aging data that was provided did not include any data on volunteer services/hours.

Location	Missing Data From <u>Year One</u>	# Unique in Yr1 Data
Eastlake	Missing 1 month - data begins August 2023	660
Kirtland	Missing 11 months - data begins June 2023	251
Wickliffe	Missing 11 months - data begins June 2023	272
Willoughby	Missing 9 months - data begins April 2023	1331
Willowick	Missing all of year 1 - data begins July 2023	n/a