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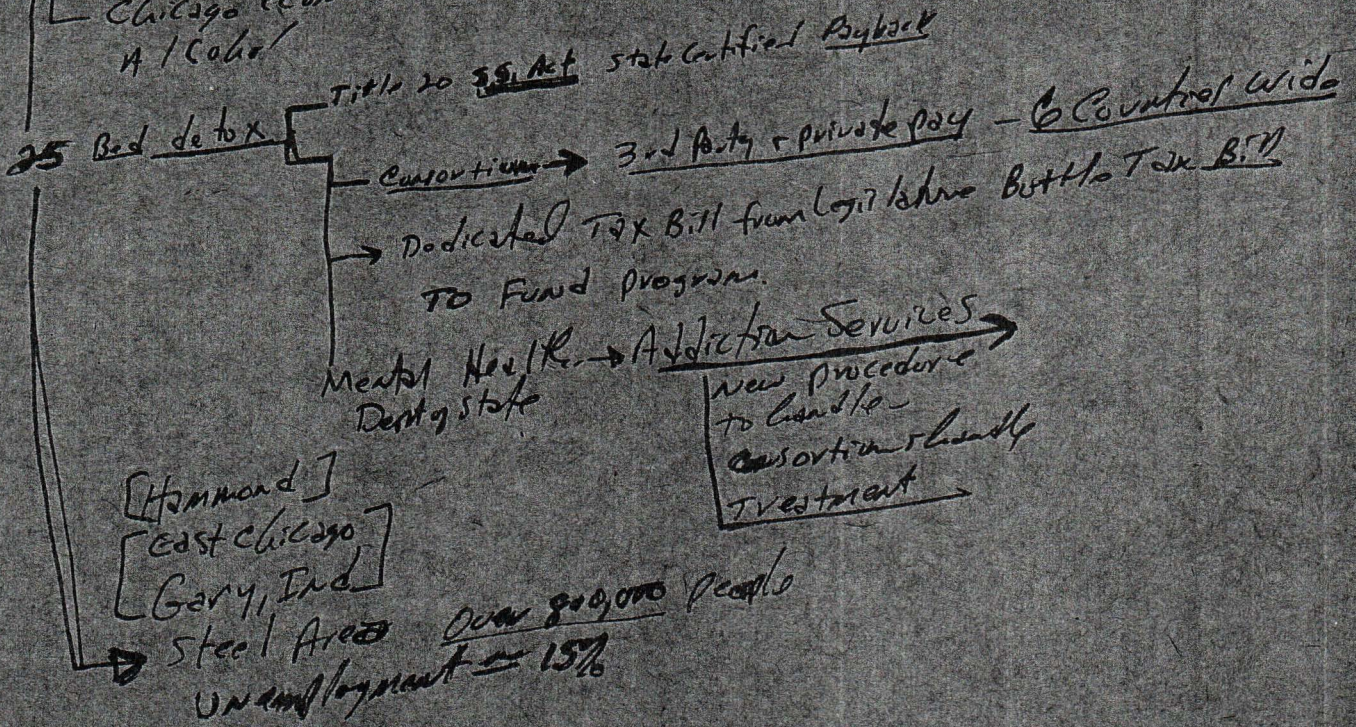
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TJCOX

Jerry - Hammond Indiana

Chicago Economic Council
A/Coho



**LCEOC IS
PEOPLE COMING TOGETHER**

- To Plan,
- To Act,
- To Create New Opportunities,
- To Inspire a Renewed Vision
of a Better Life for All.



LCEOC PROGRAMS

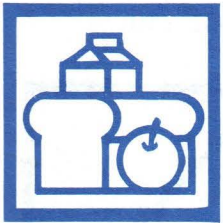


Transportation

LCEOC offers a Transportation program for elderly and handicapped individuals through the Community Service Corporations. The LCEOC Transportation system provides elderly and handicapped people with door to door service at no charge.

To insure that transportation assists the elderly and handicapped in meeting their basic needs, LCEOC has established the following priorities for passenger trips:

- 1) medical emergencies;
- 2) medical appointments and health screening;
- 3) trips for purchase of necessities or the attainment of needed social services.



Nutrition

LCEOC's Nutrition program provides one nutritious meal a day, five days a week, to persons aged 60 and over. The meals are eaten in a congregate setting, to allow for socializing among the seniors. However, as some persons are unable to attend the congregate nutrition sites, LCEOC also delivers meals to the elderly who are homebound.

There is no charge to a senior for the meal. However, those who are able to make a donation are encouraged to do so. LCEOC uses these donations to expand the number of meals available to seniors.

Elderly Services

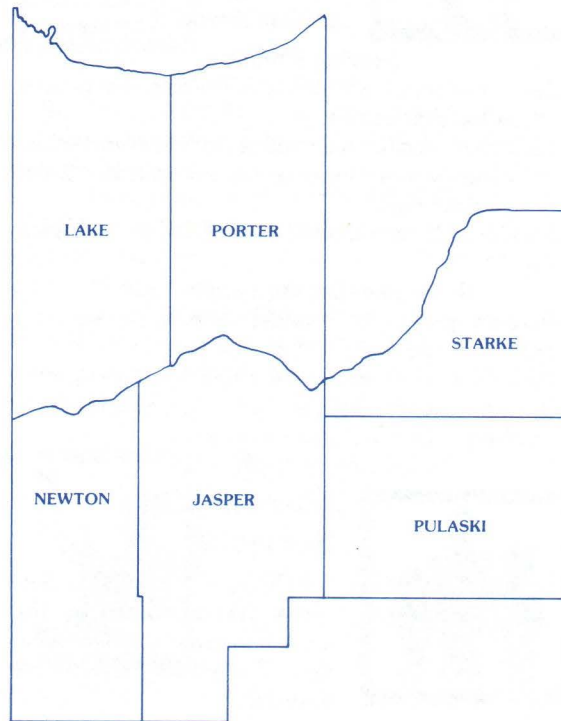
As the Area Agency on Aging for Northwest Indiana, LCEOC offers a variety of services to the area's elderly, including:

- Personal Care Assessment**
- Day Activities**
- Homemaker**
- Handyman**
- Health**
- Telephone Reassurance**

As an integral part of the service system, LCEOC has put in place an inter-related network of Councils on Aging, advisory councils, committees, and task forces. All told, the membership in these bodies total approximately 1,500 senior citizens.

LCEOC

Serves Northwest Indiana's Elderly & Low-Income



LCEOC's PURPOSE

To provide the low-income & elderly
in Northwest Indiana

- 1) Economic Self-Sufficiency
- 2) Independent Living

LCEOC's STRATEGY

- 1) POLICY-MAKING by Boards of Community Volunteers
- 2) SERVICE DELIVERY by a Coordinated System



Energy Conservation

Energy Conservation services are delivered through the Community Service Corporations to low-income and elderly people.

Weatherization

LCEOC stops air infiltration, blows insulation, installs and caulks windows, and weather-strips the homes of the elderly and low-income.

Fuel Assistance—Project SAFE

LCEOC makes emergency fuel bill payments for the low-income and elderly citizens facing the disconnection of their utilities.

Energy Education

LCEOC supplies energy conservation materials which explain ways to conserve energy, to weatherize one's home, and to pay for energy consumed.



Rehabilitative Services

LCEOC offers a ten-day detoxification program at the Alcohol Recovery Center (ARC). The ARC is located at 13105 Wicker, Cedar Lake, Indiana. The phone number at the ARC is 769-7017 or 374-9432.

Alcohol dependency is a treatable illness which affects one out of every ten people. People with this illness can come to the ARC and begin recovery. The ARC provides a friendly place with support, concern, and caring. Clients are accepted without regard to income. The only admittance requirement is a willingness to undergo treatment.

Administration

LCEOC's Central Office handles the administration for the corporation. Administration of LCEOC consists of these nine inter-related functions:

1) Data Processing, 2) Fiscal Management, 3) Grants Management, 4) Personnel Management, 5) Planning & Resource Development, 6) Program Management, 7) Purchasing & Property Control, 8) Reporting, 9) Audit Services.



Early Childhood Development

LCEOC operates six Head Start programs in Lake County. Head Start assists pre-school children through:

Serving Children

- Each child receives a variety of learning experiences at the Head Start center;
- Each child receives a complete medical examination, including vision and hearing tests, immunizations, and dental check-ups;
- Each child is served one hot meal and a snack each day.

Strengthening the Family Unit

- Parents gain skills in understanding the learning process in the home and classroom;
- Parents participate in the Head Start program's decision making process, and so, become better involved in their children's education.



Community Services

LCEOC's Community Services are delivered by the Community Service Corporations. The following services are available:

- Information & Referral
- Escort
- Counseling
- Legal Services
- Crime Prevention
- Employment Assistance
- Youth Services
- Emergency Food & Clothing
- Education
- Housing Assistance
- Outreach

LCEOC provides a systematic procedure of outreach, assessment, referral and follow-up. This process makes the Community Service Corporations the focal points for access to services.

If you are low-income or elderly, and in need of any of the services listed here, please contact the community service corporation in your area!



PREPARED for DISTRIBUTION by:
LAKE COUNTY ECONOMIC
OPPORTUNITY COUNCIL, INC.
5518 Calumet Ave.
Hammond, Ind. 46320
937-3500

LCEOC SERVICE DIRECTORY

If you are low-income or elderly, and in need of social services,
please contact the Community Service Corporation in your area!

COMMUNITY SERVICE CORPORATION	BOARD PRESIDENT	DIVISION DIRECTOR	TELEPHONE NUMBER
Greater Hammond Community Services, Inc.	Tom McDermott	T.D. Igney	932-4800
East Chicago Operation HOPE, Inc.	Victor Torres	Sophia Johnson	398-9526
Metro Corps of Gary, Inc.	Bernice Terry	Geraldine Cummings	886-3155
Hobart Township—Lake Ridge Community Services, Inc.	Billy J. Rosser	Rocman Whitesell	962-7080 962-6721
South Lake County Community Services, Inc.	Paul Wierman	Virginia Moody	374-5476 769-3734
Porter County Council on Aging, Inc.	Martin Ericson	Marianne Holmer	464-9736
Newton County Council on Aging, Inc.	Darwin Vanderwall	Evelyn Burman Strole	285-2247
Jasper County Council on Aging, Inc.	Vivian Ames	Debbie Smith	866-8071 866-8022
Pulaski County Council on Aging, Inc.	Dan Pesaresi	Jacqueline Frain	946-6500
Starke County Council on Aging, Inc.	Carl Raffel	Joan Haugh	772-6055

LCEOC COMMUNITY
SERVICE CORPORATIONS



TRANSPORTATION

A Specialized System
for the elderly and handicapped



PEOPLE MAKE IT HAPPEN

Pride in LCEOC Is Pride in Your Community!

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LCEOC

**Specialized Transportation System
for the elderly and handicapped**

INTRODUCTION

The Lake County Economic Opportunity Council, Inc. (LCEOC) operates a specialized transportation service to assist the elderly and handicapped in obtaining their basic health, social and other supportive service needs. The delivery of transportation services is accomplished through ten Community Service Corporations (CSCs), which are responsible for the day-to-day operation of vehicles that provide flexible, personalized, door-to-door service.

COMMUNITY SERVICE CORPORATIONS

East Chicago Operation HOPE, Inc. 1819 Broadway, East Chicago, 46312	398-9526
Greater Hammond Community Services, Inc. 435 State Street, Hammond, 46320	932-4800
Hobart Township Community Services, Inc. 275 29th Avenue, Lake Station, 46405	962-7080/6721
Jasper County Council on Aging, Inc. RR #1, Box 21A, Rensselaer, 47978	866-8071/8022
Metro Corps of Gary, Inc. 1100 Massachusetts Street, Gary, 46402	886-3155
Newton County Council on Aging, Inc. 12 East State Street, Morocco, 47963	285-2247
Porter County Council on Aging, Inc. Banta Senior Center, Valparaiso, 46383	464-9736
Pulaski County Council on Aging 101 W. Main, Winamac, 46996	946-6500
South Lake County Community Services 7000 W. 137th Place, Cedar Lake, 46303	374-5476/769-3734
Starke County Council on Aging, Inc. 152 W. Culver Road, Knox, 46534	772-6055

LCEOC's purpose is to enable the low income to be economically self-sufficient and the elderly and handicapped to continue living independently. The elderly and handicapped, to survive independently, must have transportation for medical care, public assistance, supportive services, shopping and recreation. Many elderly and handicapped, because of age or disability, cannot use the automobile. As a result, the elderly and handicapped are forced to rely on friends, relatives, public mass transit or taxis. These means of mobility are often undependable, inflexible or too expensive.

With this in mind, LCEOC initiated a transportation service for the 82,000 mobility-limited elderly and handicapped in our six-county area. The LCEOC transportation system is designed to provide a service flexible enough to be used effectively with a minimum of inconvenience and cost.

The LCEOC Transportation Service officially began in February 1976. At that time, LCEOC had twelve vehicles. In the past six years, LCEOC has been able to increase its number of vehicles more than three-fold.

In 1981, LCEOC provided 247,205 trips to elderly and handicapped individuals.



GENERAL SERVICE CHARACTERISTICS



Nine of the specialized transportation vehicles are equipped with wheelchair lifts to accommodate the handicapped.

To assist the elderly and handicapped to meet their basic health and supporting service needs, trip priorities are established:

- **Medical Emergencies:**

To transport the elderly and handicapped to hospitals and clinics in case of minor medical emergencies. Major medical emergencies are referred at once to emergency medical units.

- **Medical Appointments and Health Screening:**

To transport the elderly and handicapped to health appointments in their community, including physician visits, health screening, physical therapy, mental health, and other medical treatments.

- **Supportive Services:**

To provide transportation for the elderly and handicapped for food stamps, necessary visits to public assistance agencies, and grocery shopping. People also receive assistance in carrying heavy bundles of food to their homes.

- **Social Events:**

To support both physical and mental health, transportation will enable the elderly and handicapped to socialize.

The mode of service delivery

- **Advance Reservation Dial-A-Ride:**

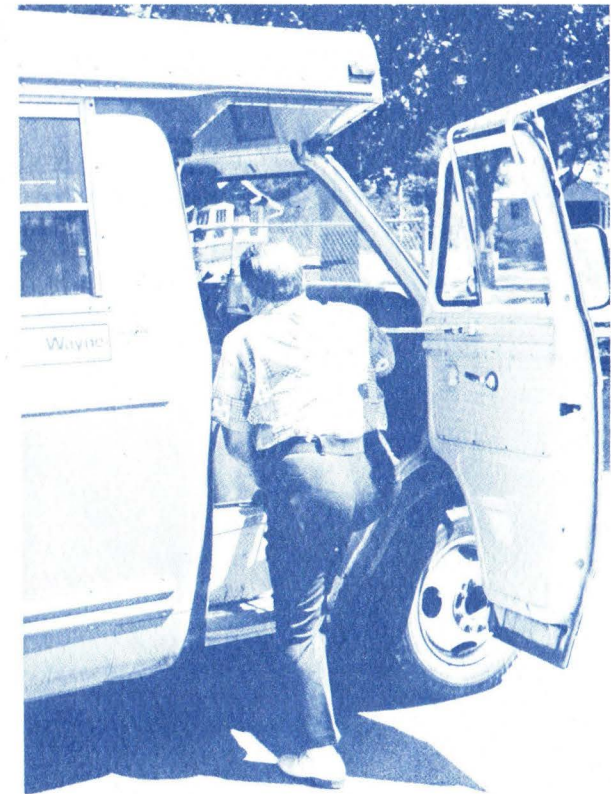
A personalized door-to-door transit service for persons or groups who make a reservation from 24—28 hours in advance.

- **Advance Reservation Subscription Service:**

Transportation is provided on a regular repetitive basis, either weekly or on specified days of the week.

- **Dynamic Dispatch:**

An immediate response, offering a personalized, door-to-door service.



A senior is on his way to a medical appointment, which is the first priority for ridership on LCEOC's transportation system.

SERVICE GOALS

1. To establish in the six-county area of Northwest Indiana a demand/response, radio-linked, door-to-door service designed to meet the special needs of the elderly and handicapped population.
2. To insure safe, dependable, and convenient transportation services for the elderly and handicapped in the six-county area of Northwest Indiana.
3. To organize area-wide community resident structures which provide continuous planning of the transportation system to insure that it fits local needs.
4. To establish a funding base of federal, state and local transportation resources.
5. To provide at least 225,000 passenger trips per year.
6. To develop maintenance and fuel supply capabilities, sufficient to provide a safe, cost-effective service.



The LCEOC vehicles are utilized to transport seniors to a location in Porter County where seniors visit with young people while waiting to entertain.

RESIDENT STRUCTURE

Furnishing high quality transportation services requires proper planning. LCEOC's planners include elderly and handicapped service recipients, transportation providers, social service agency representatives, and other individuals concerned about the problems of the transit-dependent elderly and handicapped. Planning for the LCEOC Transportation Service takes place at several levels:

—**Area 1 Transportation Task Force:**

Composed of representatives from the Transportation Advisory Committees in each of the LCEOC Community Service Corporation (CSC) areas.

—**Rural Transportation Planning Organization:**

Composed of representatives from each of the rural counties of Jasper, Newton, Pulaski, and Starke.

—**District Transportation Advisory Committees:**

Composed of persons affiliated with each CSC and interested in the transportation of elderly and handicapped individuals.



AREA 1 AGENCY ON AGING (AIAOA) Transportation Task Force

This body is composed of representatives from each of the ten LCEOC Community Service Corporations' Transportation Advisory Committees. This group provides a mechanism for identifying gaps in services throughout the six-county area and recommending possible solutions to the AIAOA Advisory Council and the LCEOC Board of Directors.

RURAL TRANSPORTATION PLANNING ORGANIZATION (TPO)

The Rural Transportation Planning Organization serves the counties of Jasper, Newton, Starke, and Pulaski. It seeks to relate the actions or goals of individuals, groups, and organizations into an area-wide transportation plan. The TPO acts as a catalyst, stimulating other forces in the area to improved mobility for the elderly and handicapped through a cooperative plan of action.

Representatives on the TPO come from local human service agencies that provide transportation or have need for transportation services, including LCEOC County Councils on Aging, Transportation Advisory Committees, Township Trustees, and the Kankakee Iriquois Regional Planning Committee. The TPO meets quarterly and is involved in the following planning/action processes:

- Analyze existing transportation services in the TPO service area.
- Identifying problems, deficiencies, and potentials in the TPO service area.
- Establishing a recommended transportation plan for the TPO service area based on the mobility problems of the residents.
- Provide the rural Community Service Corporations, COA Boards and the AIAOA Transportation Task Force with recommendations for LCEOC transportation systems improvement and expansion.
- Assist in mobilization of transportation resources.



In rural areas of Area One, vehicles are necessary support for congregate meal sites for persons over 60 years of age.

DISTRICT TRANSPORTATION ADVISORY COMMITTEES

Transportation Advisory Committees have been organized in each CSC area. The Committees meet monthly and report to their local District Council on Aging, the Community Service Corporation, and County Council on Aging. The Committees are composed of elderly and handicapped service recipients, representatives of transportation providers and social service agencies, and other individuals interested in the problems of transporting elderly and handicapped people.

- Analyze existing transportation services in the district TAC area.
- Identify problems, deficiencies, and potentials in the district TAC area.
- Establish a recommended transportation plan for the District TAC area residents.
- Monitor the TAC area Community Service Corporation Transportation System.
- Provide the CSC staff and boards with recommendations for LCEOC transportation systems improvement and expansion.
- Assist in mobilization of transportation resources.

District TACs are the mechanism that insures local planning through CSC policy-making bodies and area planning through the Area I Transportation Advisory Committee.

ADMINISTRATION

The transportation program operates on a two-tier level. Central Administration concentrates on grants management, financial accounting, monitoring, planning, program development, resource mobilization, and technical assistance on an area-wide basis. Program operations are delegated to the ten Community Service Corporations (CSCs).

RELATIVE RESPONSIBILITIES

Administrative Functions:

LCEOC Transportation Director

- Works directly with LCEOC Transportation advisory committees.
- Overall responsibility of LCEOC Transportation system.
- Develops and monitors records systems, operating procedures, and administrative guidelines for the LCEOC transportation system.
- Monitors the CSC's transportation service systems.

CSC Staff

- Direct management of the transportation system in their service area.
- Maintain accurate records of area operations and maintenance data as required by LCEOC.
- Mobilize local transportation resources.

Operation Functions:

LCEOC Transportation Director

- Develops recruitment and hiring procedures for drivers and dispatchers.
- Develops procedures for training drivers and dispatchers; trains new recruits.
- Monitors the performance of drivers and dispatchers.

CSC Staff

- Recruits, hires, and disciplines drivers and dispatchers per LCEOC Personnel Procedures.
- Maintains an adequate pool of drivers and dispatchers.
- Maintains up-to-date operations records and forwards data to LCEOC Transportation Director on schedule.

Maintenance Functions:

LCEOC Transportation Director

- Develops maintenance standards for vehicles and facilities.
- Monitors vehicle maintenance through the MIS and field reconnaissance.

CSC Staff

- Arranges for fueling, servicing, cleaning, preventive maintenance, repairs and storage of vehicles.
- Responsible for compliance with LCEOC vehicle and facility maintenance standards.
- Maintains up-to-date maintenance records and forwards data to LCEOC Transportation Director on schedule.



All LCEOC vehicles carry a basic logo and vehicle code for identification purposes.

VEHICLE REPLACEMENT PLAN

During 1982, LCEOC will implement a vehicle replacement plan. Many of the existing vehicles, both busses and vans, are over six years old. Older vehicles are less reliable and more expensive to maintain. LCEOC thus intends to replace our vehicles which are over four years old or in poor condition.

Implementing the vehicle replacement plan requires funding from the Urban Mass Transportation Administration, under Section 16 (b) (2). It also requires the assistance of local communities in raising monies to match the grants from UMTA.

SAFETY AND MAINTENANCE

The corporation places major emphasis on safety and preventive maintenance for the LCEOC Transportation System. It is important that the service be safe in order for clients to feel comfortable, and that service be reliable and dependable.

To insure vehicle reliability by not having vehicles out of service due to maintenance problems or on-the-road breakdowns, a preventive maintenance program has been instituted. Through this program, vehicles are thoroughly inspected before service starts at the beginning of the day, and again at the end of the day. Vehicle conditions such as windshield wipers or brake lights not functioning properly result in a "NO GO" condition for the vehicle and immediate steps are taken to put the vehicle back in operation.

Safe driving is also given serious attention. Quarterly, all drivers in the service participate in the National Safety Council Defensive Driving course conducted by the Defensive Driving Unit, Indiana Bureau of Motor Vehicles. In addition, dispatchers and drivers participate in LCEOC and area training workshops and seminars on a regular schedule basis.

Emphasis placed on safe driving and proper vehicle maintenance has paid dividends to the system and riders. In 1981, LCEOC vehicles traveled over 900,000 accident-free miles.

CONSUMER COMPLAINTS

LCEOC takes pride in providing quality services to the low-income and elderly residents of the six-county residents of Northwest Indiana.

If, however, you should experience or have knowledge of poor service, discourteous staff, poorly maintained vehicles or improper driving, please contact your nearest Community Service Corporation Transportation Dispatcher. If after contacting the Program Dispatcher or the Community Service Division Director, you still are not satisfied or have not received the requested action, please call the LCEOC Transportation Director at 219/937-3500.



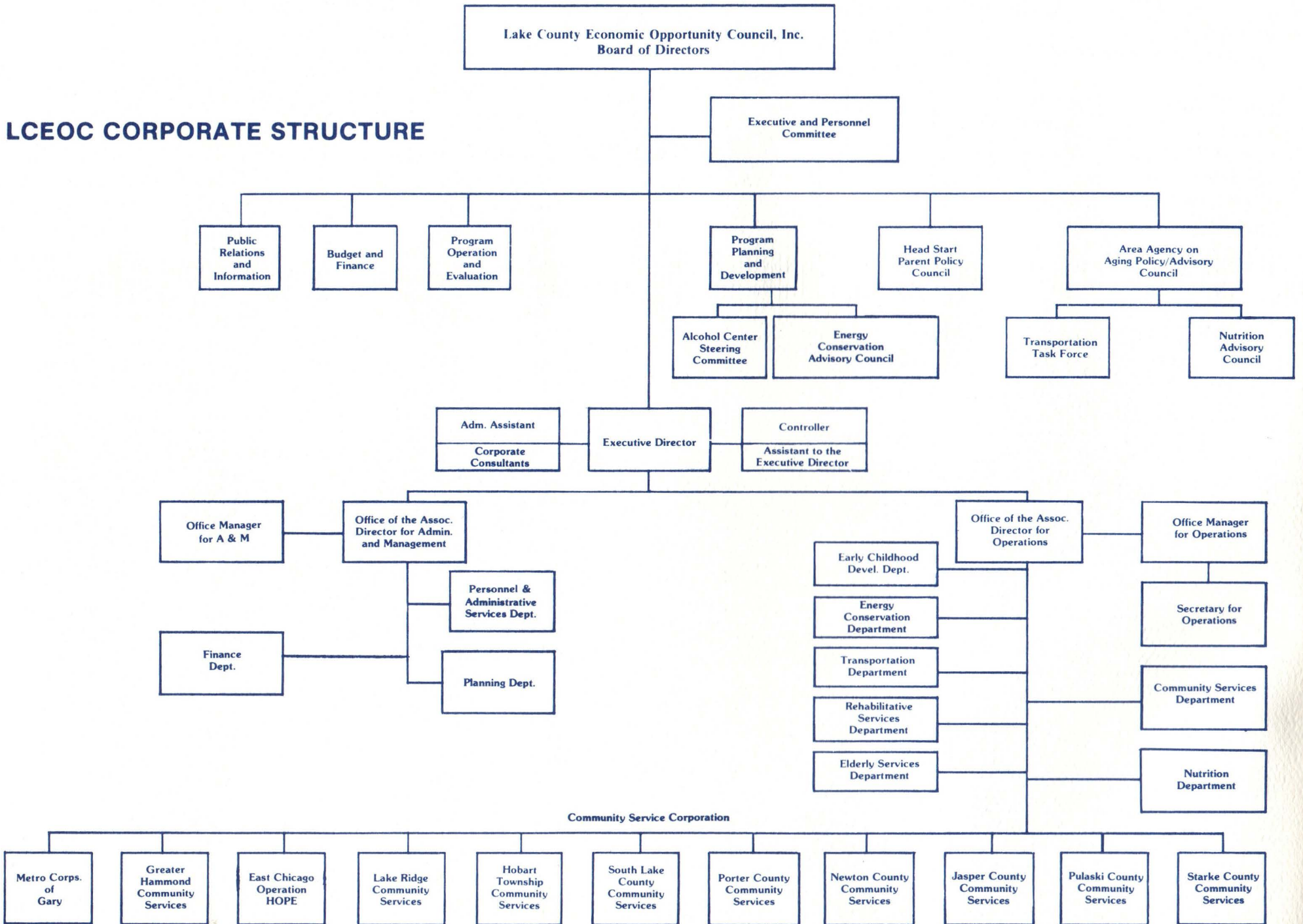
The LCEOC fleet of 16 passenger busettes are easy to enter and exit. However, volunteers are ready to assist if needed.



1982 Vehicle Distribution Chart

Community Service Corporation Area	12 Passenger Vans	16 Passenger Busettes	13 Passenger Wheelchair	TOTAL	Mobile Units	Base Stations
East Chicago	1	2	1	4	4	1
Greater Hammond	0	4	1	5	5	1
Hobart Township	0	3	0	3	3	1
Jasper County	1	1	1	3	3	1
Metro Corps of Gary	0	6	1	7	7	1
Newton County	1	1	1	3	3	1
Porter County	0	4	1	5	5	1
Pulaski County	1	1	1	3	3	1
South Lake County	0	2	1	3	3	1
Starke County	1	1	1	3	3	1
Back-Up Vehicles	0	0	0	0	0	0
TOTAL	5	25	9	39	39	10

LCEOC CORPORATE STRUCTURE





PEOPLE COMING TOGETHER

- **TO PLAN**
- **TO ACT**
- **TO CREATE NEW OPPORTUNITIES**
- **TO INSPIRE A RENEWED VISION
OF A BETTER LIFE FOR ALL**

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