

## DO YOU NEED HELP WITH HEATING BILLS?

The Ohio Department of Development offers several programs to help lower income residents pay utility bills and improve the heating efficiency of their homes:

The Home Energy Assistance Program (HEAP) typically applies a credit to your heating bill each year.

The Winter Crisis Program (E-HEAP) assists households where the source of energy has been disconnected or threatened with disconnection, or where there is less than a 10-day supply of bulk fuel. This program begins Nov. 1.

Percentage of Income Payment Plan (PIPP-PLUS) is a payment plan that requires customers to pay a portion of their household income each month to maintain service.

The Home Weatherization Assistance Program (HWAP) reduces energy use by providing insulation, air leakage reduction, heating system repairs, health and safety inspections, and testing.

## WATER UTILITY ASSISTANCE PROGRAM

The Water Utility Assistance Program provides eligible low-income households with a one-time emergency payment of up to \$150 to assist with disconnection or deposits for water bills. Households with total income at or below 125% of the federal poverty guidelines may be eligible.

To find out if you are eligible or to start an application, please contact Bridges Community Action at 800-858-4452.

## EMERGENCY CLOSURES AND MEALS

As winter approaches, SourcePoint is preparing for possible weather-related closures. Clients



who have chosen shelf-stable meals as part of their meal plan will receive one box in late October or early November. Each box contains five individual meals. Please save these meals in case regular meal delivery is canceled. If a closure occurs, use one shelf-stable meal each day.

To confirm delivery or cancel your shelf-stable meals, please call us at least 48 hours before your scheduled delivery. Staff are available at 740-204-2434, Monday through Friday, from 8 a.m. to 4 p.m.

## FARMERS MARKET VOUCHER PROGRAM

SourcePoint's Farmers Market Voucher program will continue through Oct. 31. All vouchers have been distributed for the 2026 season. Individuals who received vouchers may continue to use them through Oct. 31 at available markets. The vouchers may be used to purchase fresh fruits and vegetables, herbs, honey, and food-bearing plants. Please visit our website [MySourcePoint.org/farmers](https://MySourcePoint.org/farmers) for the most up-to-date list of participating vendors.

## MEDICARE OPEN ENROLLMENT IS NEAR!

From Oct. 15 through Dec. 7, all Medicare beneficiaries are encouraged to run a plan comparison of their Part D prescription drug plan or Medicare Advantage plan for the upcoming 2027 calendar year. As in past years, SourcePoint will be holding Medicare Check-Up Days to help with your plan comparisons. Appointments will be held in person.

To schedule your appointment, go to [MySourcePoint.org/insurance](https://MySourcePoint.org/insurance) or call 740-363-6677. Make your appointment now so that you don't get shut out and left paying too much for your plan and medications next year.

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Please note these appointments are for individuals who are already on Medicare, not for those individuals who are enrolling in Medicare for the first time. Remember to bring your Medicare card to your appointment. You can print your Medicare card by creating an account at Medicare.gov. We cannot meet with anyone that has a connector through their employer, so please set up your appointment with them to handle your comparisons.

**MEDICARE MASTERY CLASS**

Take charge of your Medicare decisions with this comprehensive, two-part workshop designed to educate and empower. Medicare Mastery combines the essential information from our popular New to Medicare class with the hands-on learning of the Medicare Options workshop, now with added tools to help you assess your personal risk capacity and risk tolerance.

In the first half of the session, we’ll cover the fundamentals of Medicare. Ideal for those who are newly eligible, assisting a loved one, or simply seeking a clearer understanding of their coverage.

In the second half, you get practical experience using the Medicare Plan Finder Tool. Bring your own tablet or laptop and follow guided step-by-step instructions to compare plans and explore personalized options based on your medical needs and comfort with risk in healthcare decision making. You will need to bring a complete list of your prescription medications, full name of your doctors, your Medicare card (if available) a tablet or laptop (smartphones are not suitable for this activity).

- The class is available:
- Saturday, Oct. 3, 9 a.m.-noon.
  - Saturday, Nov. 7, 9 a.m.-noon.

Register online or call 740-363-6677.

**OPTIONS 1 & 2 - MEDICARE SUPPLEMENTS, PART D, AND MEDICARE ADVANTAGE PLANS**

In this interactive workshop, you’ll learn more about Medicare Supplements, Part D, and Medicare Advantage plans. You’ll use the Medicare Plan Finder Tool to find Medicare

- rates tailored to your individual needs. Bring a complete list of your medications, provider names and your tablet or laptop, if possible.
- Tuesday, Oct. 13, 10 a.m.-noon.
  - Thursday, Nov. 12, 6-8 p.m.

Register online or call 740-363-6677.

**MAKE A DIFFERENCE DELAWARE COUNTY**

It’s leaf raking time! Need a few helping hands? Make a Difference Delaware County is on Saturday, Nov. 14. Many volunteers from our community will be available to help with leaf raking and other outside chores. You must be home between 9 a.m. and noon on Nov. 14 to receive services. Volunteers will bring their own tools and leaf bags. As always, volunteers will not be permitted to enter client homes. If you are interested, please complete the enclosed blue form and return it to SourcePoint by Wednesday, Oct. 28.

**VOLUNTARY CONTRIBUTIONS FOR VOLUNTEER TRANSPORTATION**

Have you made use of SourcePoint’s volunteer transportation service? This service provides Delaware County residents 60 and older with rides to medical and social service appointments in Delaware County and other areas of Central Ohio. We are very grateful for the opportunity to serve you and hope that you found the service valuable and convenient.

We are often asked by those who use our volunteer transportation service whether they may thank us for the service they received by making a contribution. This is a reminder that if you would like to make a contribution you are definitely welcome to do so. Please note that contributions are not required and have no influence on whether you will be able to use this service in the future.

If you have questions about volunteer transportation or any of our other services, please contact your assigned care consultant.

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**HOME CARE VS. HOME HEALTH – WHAT’S THE DIFFERENCE?**

**Thursday, Nov. 5, 2–3 p.m.**

Everyone wants to stay independent and safe at home — but knowing what help is available can be confusing. Join Jennifer from FirstLight Home Care for a helpful discussion about the difference between home care and home health services. Learn what each type of care provides, what insurance may cover, when these services might be needed, and practical tips to plan ahead for yourself or a loved one. Jennifer will also share practical tips to help you plan ahead, navigate available resources, and make confident decisions for yourself or a loved one. Whether you’re a family caregiver or simply planning for the future, this class will give you valuable insight into the support options available to help you stay safe and independent at home.

**CAREGIVER RECOGNITION: MEAL DELIVERY**

**Friday, Nov. 6, 3–5 p.m. delivery**

National Family Caregivers Month in November is dedicated to supporting caregivers as they care for others. To honor the dignity, you provide for your loved ones, we would like to hand deliver artisan sandwiches to your door! Select your dinner choices when you register, and we will deliver meals prepared by The Rutherford Cafe. Call 740-363-6677 to register by Oct. 23!

**FINDING THE RIGHT WORDS WHEN DISCUSSING THE IDEA OF HOSPICE**

**Monday, Nov. 9, 12:30–1:30 p.m.**

Gentiva Hospice will talk about how hospice can feel overwhelming for healthcare professionals, caregivers, patients, and families alike. This presentation provides practical strategies for approaching these sensitive conversations with confidence, compassion, and clarity. Participants will learn how to recognize opportunities to introduce hospice, address common misconceptions, and use language that fosters trust and helps individuals make informed decisions aligned with their goals of care.

**STAY IN THE KNOW WITH SAGE-DELCO**

Looking for local programs, events, resources, and other information for older adults and caregivers? SAGE-DELCO is a new, free digital community bulletin board delivered right to your email. Subscribers receive information shared by SourcePoint and others throughout Delaware County. See something useful? Read it, save it, or pass it along. Not interested? Simply skip it. There’s no new app or social media account to manage—just email.

Joining is easy! Visit [MySourcePoint.org/sage-delco](https://MySourcePoint.org/sage-delco) and enter your email address. Then you’ll receive an email asking you to confirm your subscription. Be sure to click the confirmation link, and you’re all set!

**PET SAFETY REMINDER**

As you are aware, we ask that during visits to your home, pets be properly restrained/contained to ensure the safety of our visiting team members. While pets are important aspects of our lives, we also know they can be unpredictable. We have had unfortunate situations in the past between service providers, volunteers/team members and protective pets. Our goal is to provide you with the services you need, as well as protect the safety of everyone who provides a service to you.

To meet this goal, we respectfully request that you have a plan to properly contain/restrain your pets during times that you are receiving a service approved by SourcePoint. This may include, though is not limited to, such things as meetings, meal delivery, homemaking, etc. Service animals are an exception to this request. If you have any questions about this expectation, please contact your care consultant for assistance. Thank you for your help in making service delivery a positive and safer experience for everyone.

**DEMENTIA CAREGIVER SUPPORT – PAID FOR BY MEDICARE’S GUIDE PROGRAM**

Dementia caregiving is hard! SourcePoint is participating in GUIDE, Medicare’s program designed to help dementia caregivers and is also supporting the person with dementia.

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GUIDE provides these services at no cost to eligible people with dementia who are on traditional Medicare:

- Dedicated Care Navigator
- 24/7 support
- Respite care, so caregivers can rest
- Caregiver education

Call our partner, Embrace Prevention Care, for more information: 330-765-7151

GUIDE services made available by Internal Medicine and Primary Care, a GUIDE Partner.

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### **SOURCEPOINT NAMES GENE STEFFEN CHIEF FINANCIAL OFFICER**

SourcePoint has named Gene Steffen as its new chief financial officer, bringing to the organization more than two decades of financial leadership experience in nonprofit, health care, and multi-site organizations.

In his role as CFO, Gene will provide strategic financial leadership for SourcePoint, overseeing the organization’s financial operations, budgeting and forecasting, financial reporting, risk management, and long-term financial planning. He will work closely with SourcePoint’s executive leadership team and board of directors to support the organization’s continued strength and sustainability.

“Gene brings an impressive combination of financial expertise, nonprofit experience, and an understanding of organizations that provide critical services to people in their communities,” said Fara Waugh, SourcePoint’s chief executive officer. “As SourcePoint continues to grow and plan for the future, strong financial stewardship is essential. Gene’s experience and thoughtful approach make him an excellent addition to our leadership team.”

Gene most recently served as interim CFO and director of finance and accounting for PrimaryOne Health, a nonprofit federally qualified health center in central Ohio, where he provided financial leadership for the \$36 million organization.

His career also includes senior financial leadership roles with Magnolia Dental, JIS Orthopedics, OrthoNeuro, National Church

Residences, and Dungarvin. Throughout his career, Gene has led financial operations for organizations ranging from growing nonprofit service providers to complex, multi-location health care practices.

Gene holds a Bachelor of Science from Central Michigan University and is a member of the Healthcare Financial Management Association.

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### **WALK TO END ALZHEIMER’S**

Join SourcePoint at Boardman Arts Park on Saturday, Oct. 3 at 9 a.m. for the annual Walk to End Alzheimer’s! Join our team at [act.alz.org/](http://act.alz.org/) walk and search for “SourcePoint.”