

# ONTARIO COUNTY OFFICE FOR THE AGING 2016 ANNUAL REPORT

- > **OFA served 6,735 older adults in 2016**
- > **4,926 calls to NY Connects**
- > **72,570 meals served**
- > **15,355 hours of personal care provided**
- > **3,289 people provided with health insurance counseling**
- > **300 caregivers helped**
- > **4,000 hours of case management provided**
- > **77 people received legal assistance**
- > **205 people received Personal Emergency Response Systems**
- > **2,800 one way trips provided to dialysis, doctors and shopping**
- > **75 people instructed on basic computer skills**
- > **12,000 newsletters distributed**

## SIGNIFICANT ACCOMPLISHMENTS

- ◆ The Office for the Aging won the 2016 Excellence in Service Award for reaching the most low income and underserved Medicare Beneficiaries in the State.
- ◆ New transportation services provided through a contract with RTS. Older adults from around the County can get rides to medical appointments and shopping.
- ◆ Powerful Tools for Caregivers an evidenced-based program for those caring for people with

chronic diseases started in 2016

- ◆ Successfully transitioned to a new Statewide Database and Reporting System
- ◆ Collaborated with the Finger Lakes Caregiver Institute to help caregivers who care for loved ones with dementia
- ◆ All OFA casework staff completed a Case Management Certification Program from Boston University.
- ◆ Offered a Social Adult Day Services to caregivers and

frail clients through a contract with CDR.



## NY CONNECTS: NO WRONG DOOR

### *4,926 calls for help*

Finding the right care in the right setting that you can afford can be daunting. Specialists and Options Counselors help people identify what they need, develop a service

plan and understand payment options. We help people navigate the complex health and social service systems. NY Connects is a “No Wrong Door” system that serves as a hub and

comprehensive resource for all long term care needs for people of all ages. We also maintain the NY Connects Service Directory on-line. [www.nyconnects.ny.gov](http://www.nyconnects.ny.gov)

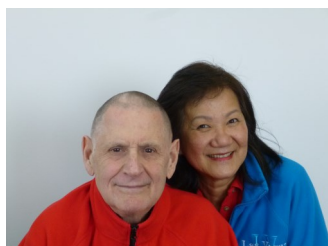
## CAREGIVER SERVICES

- 300 Caregivers helped*
- 515 hours of in-home respite*
- 538 hours of social adult day respite*
- 140 hours of case management*
- 1,264 hours of counseling and training*
- 513 meals*

OFA provides a myriad of services to assist and

support informal caregivers in their efforts to care for their loved ones. These services include counseling on long term care options, case management, training, meals, and respite care. In 2016 we expanded services to include **social adult day care** and offered the evidence-based program called

**Powerful Tools for Caregivers** which is a free educational program to provide caregivers with self-care tools. OFA also maintains Caregiver Resource Centers at seven county libraries where printed educational materials are available free of charge.



## HEALTH INSURANCE COUNSELING—HIICAP

- 2,586 hours*
  - 3,289 people helped*
- We provide help with understanding Medicare and the vast array of supplemental insurance programs including Advantage Plans, Medigap policies and Medicare Part D. Certified health insurance counselors offer free unbiased infor-

mation and assistance to help consumers chose the plan that fits their health care needs and budget. Counselors identify people for the subsidy programs including the Medicare Savings Program, Extra Help, EPIC and Medicaid.

- 11 Medicare 101 Workshops*
  - 57 Enrollment Events*
  - 862 attendees*
- Monthly sessions are held for people new to Medicare. Enrollment events are held weekly during Medicare Open Enrollment to help people understand the new options and change plans if necessary.

## EISEP AND CASE MANAGEMENT

- 14,840 hours of personal care*
- 1,843 hours of case management*
- to 133 people*

The Expanded In-Home Services for the Elderly Program helps frail older adults live independently by providing help with the basic ac-

tivities of daily living: dressing, bathing, housekeeping, meals, laundry and shopping. Case managers do a comprehensive assessment of needs, develop a care plan and monitor the older adult. Durable medical equipment is also provided when

there is no other source of funding.  
**Case Management 4000 hours**  
Case management is a thread that runs through all our programs; it is a “holistic” approach to ensure all client needs are addressed.



**Help for frail elders with daily living activities**

**ONTARIO COUNTY OFFICE FOR THE AGING**

**NUTRITION SERVICES**

***Meals on Wheels:***  
***58,059 meals to***  
***395 people***

We deliver a hot nutritious meal to frail older adults. In addition to the meal there is daily social interaction with the volunteer and a check on their safety.

***Community Dining:***  
***14,512 meals to***  
***280 people***

The Community Dining

Program offers a hot meal and a place to socialize for active older adults. The number of meals served increased by almost 10% from 2015. There are now 7 locations.

***Nutrition Education:***  
***638 participants***

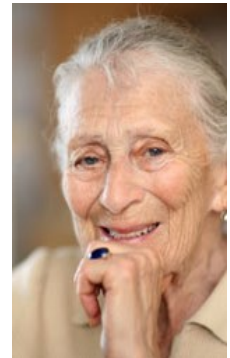
Presentations and educational handouts on nutrition and health promotion topics are

given to participants of the nutrition program.

***Nutrition Counseling :***  
***75 hours to 33 people***

A registered dietician provides individual counseling to older adults who are deemed a “high nutritional risk” due to health, dietary intake.

***Farmers Market Program:***  
***596 households***  
***received coupon books***



**“My mother is 86 and lives alone, I’m afraid she will fall or leave the stove on. What services are available to her?”**

**HEALTH PROMOTION**

***Personal Emergency Response Systems:***  
***205 people***

PERS help people stay safe in their own homes through technology

***Matter of Balance:***  
***30 people***

An evidenced-based program to improve balance and prevent falls.

***Computer Classes at Wood Library :***  
***25 classes - 75 people***

***Senior Center Recreation :***  
***111 participants***

***Food, Fun and Fitness***  
***45 participants***

***Gentle Yoga:***  
***31 participants***

**LEGAL SERVICES**

***Legal Assistance to***  
***77 people***

Low income older adults received legal services at no cost through a contract with LawNY. The most common issues are POA, landlord/tenant problems, debt, wills and Health Care Proxy.



**Health Promotion activities help prevent or delay chronic illness and disability**

**PUBLIC EDUCATION - VOLUNTEERS - TRANSPORTATION**

***Senior Newsbeat:***  
***12,000 copies***  
***distributed***

***Website: 2136 hits***  
OFA website includes an extensive service directory

***S.A.L.T Council:***  
***10 Programs***

Education on health and safety issues, scams, identity theft

***230 Volunteers***

OFA relies on volunteers to deliver meals to homebound elderly, provide transportation to doctors, provide friendly visits, yard work, home projects and help with our newsletter.

***2800 one-way trips***

OFA contracted with RTS in 2016 to provide expanded transportation services to doctor offices, shopping and to day care. We also offer transportation for those needing dialysis .

***Our mission is to help older adults live longer and stronger lives and remain independent as long as possible***

### 2016 Clients Served by Service Type

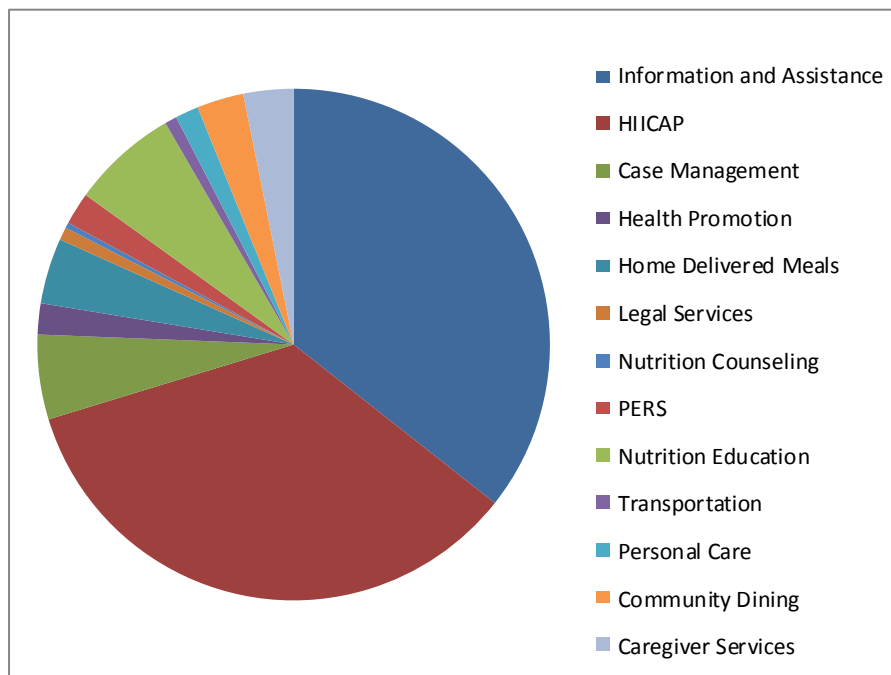
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*Living Longer and Stronger*



**We're on the web: [www.co.ontario.ny.us/aging](http://www.co.ontario.ny.us/aging)**

#### OFA Staff

Irene Coveny, Director  
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Brenda Beman, Sr. Clerk  
Denise Piasta, OS1  
Dawn Newvine, Typist  
Melissa Hocutt, Specialist  
Kathy Scott, Specialist  
Cinde Priano, Specialist  
Angela Wohlschlegel, Specialist  
Desiree Delgado, HSW  
Katy Benson, HSW  
Neil McGlynn, HSW  
Pattie Campbell, Dietician  
Dennis Richardson, Cook Mgr.  
Ricky Carter, Cook  
Jason Zepkowski, Cook  
Rhonda Mapes, FSH  
Lori Beal, Driver  
Mark Mediak, Driver  
Yvonne Smyth., Driver  
James Beck, Driver  
Melanie Bova, FSA  
Cydney Hess, FSA  
Mary Pagel, FSA  
Dinorah Sanchez, FSA  
Paul Whaley, FSA  
Don Howell, FSA  
Teresa Johnson, FSA

#### Financials 2015 vs 2016

##### 2016 Expenses

Salary	961,191
Benefits	460,663
Contractual	873,447
Interdept.	(109,818)
Risk	7,731
<b>Total:</b>	<b>\$2,193,213</b>

##### 2015 Expenses

Salary	950,605
Benefits	498,829
Contractual	826,227
Interdept.	(58,226)
Risk	7,384
Equipment	2,518
<b>Total:</b>	<b>\$2,227,335</b>

Decrease of 1.54%  
from 2015 to 2016

#### 2016 OFA Advisory Council Members

Herb Swingle, Chair  
Pat Hemminger  
Michelle Jungerman  
Phil Alamond  
Nathan Kollar  
Mary McCarthy  
Zelmeta Dunham  
Wanda Moore  
Robin Didas- Mott  
Elizabeth Ridgway  
Paul Ryther  
Kay Viggiani  
Jennifer White



**Call OFA  
to volunteer !**