



Ontario County Office for the Aging 2018 Annual Report

**A growing number of Americans are living to age 100.
Nationwide, the centenarian population has grown 65.8%
over the past three decades.**



A message from the Director

I am pleased to present the Office for the Aging 2018 Annual Report. Our mission is to make Ontario County a great place to grow older and to help elders remain independent in their own homes as long as possible. Ontario County Office for the Aging assisted over **5,400** unduplicated individuals in 2018. Home care, health insurance, transportation, home delivered meals and caregiver assistance are among the top issues we are asked to address. In 2018, we saw an increase of **33%** in the number of older adults age 85 or older who came to OFA for help. Often, these are the residents that require multiple services and coordinating their care becomes more complex. I want to thank the dedicated OFA staff for continuing to meet the ever increasing needs of the community. I also want to thank our 240 volunteers for delivering meals, facilitating classes, make friendly visits and calls, serving on committees or transporting clients to medical appointments. We couldn't do it without them.

OFA helped 690 people over the age of 85 in 2018, up 33% from 2017

Here are some of the highlights and significant accomplishments of 2018:

- Provided **128,614** units of service to **5,418** individuals including case management, insurance counseling, home care, transportation, meals, respite, health promotion, PERS, training and information and assistance in 2018.
- Provided **4,690** hours of case management; an increase of **6%** from 2017.
- Provided **993** units of counseling, training and support to **336** caregivers, double that of 2017.
- Provided **1,226** meals to caregivers; an increase of **26%** from 2017.
- Provided **4,348** trips for **143** older adults to medical appointments, grocery stores and dialysis; an increase of **24%** from 2017.
- Started Tai Chi for Arthritis classes, which is proven to prevent or delay chronic disease.
- A Nutrition Task Force was formed and recommendations were made to co-locate with the OFA nutrition kitchen with the jail kitchen in order to streamline operations

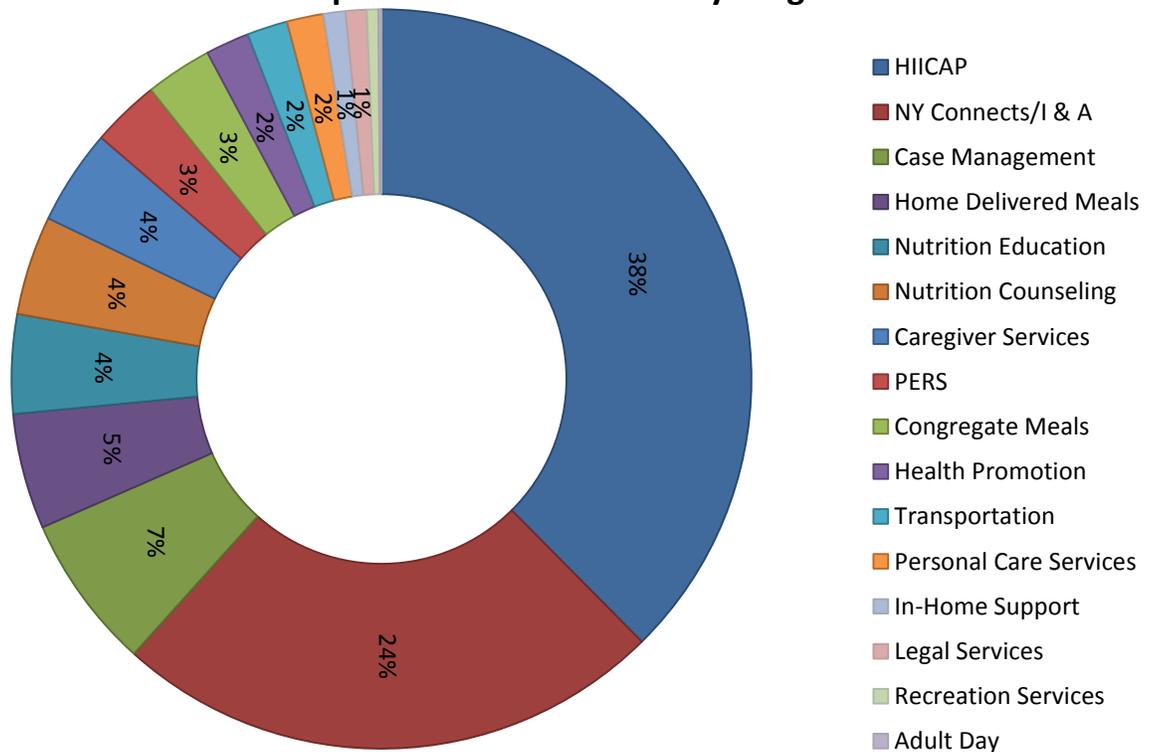


and consolidate space. The move to the jail kitchen took place in April 2018. The Sheriff’s Department and OFA have formed a strong partnership and continue to produce quality meals that help feed homebound older adults nutritious meals.

- The Task Force also recommended an expansion of services and we are now offering frozen weekend meals to elders who need them.
- We started a new Shopper Bus service in Bloomfield and Clifton Springs, which runs once a month to local grocery stores and other stores.
- A subcommittee of the OFA Aging Advisory Council was formed to study the homecare worker shortage in Ontario County and make recommendations. A partnership with FLCC which developed in order to promote home care as a career opportunity and recruit candidates for the Home Health Aide certificate program. The Advisory Council continues to work with the Finger Lakes Community College in order to increase the number of certified home health aides in the county.

Irene Coveny, Director

2018 Unduplicated Clients Served by Program



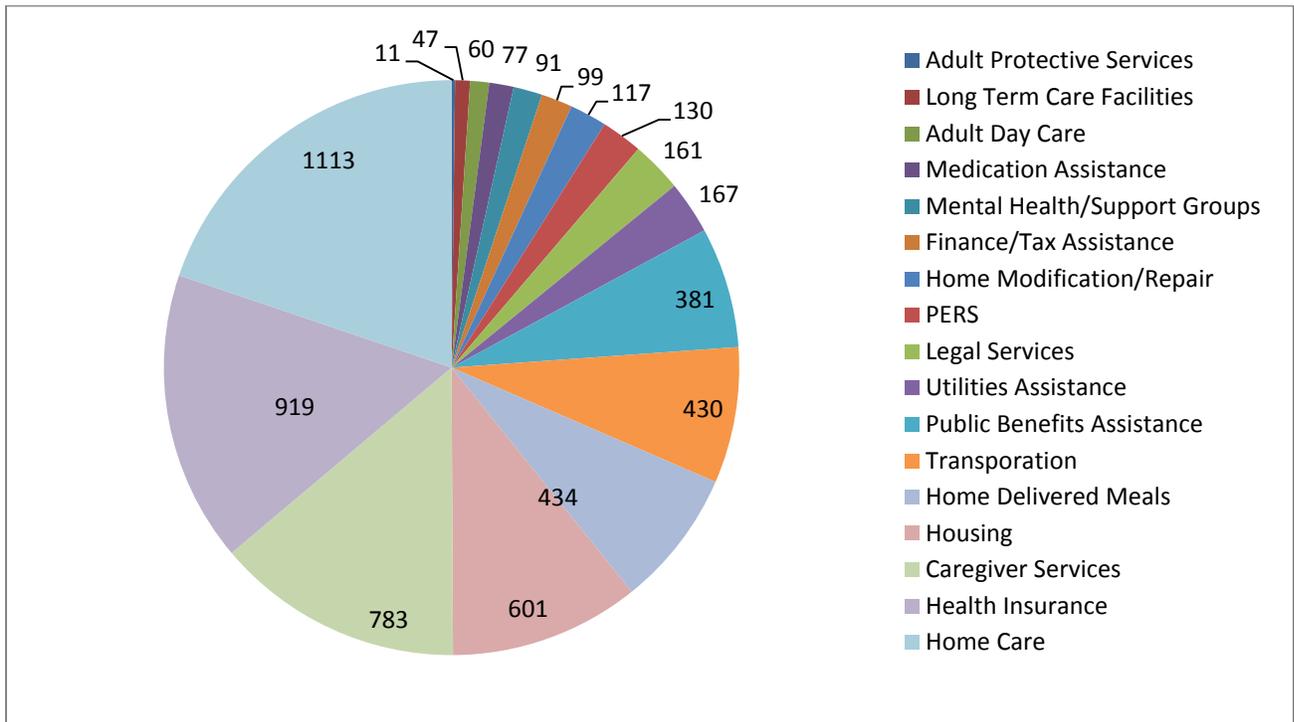


NY Connects: Aging and Disability Resource Center

- **1,944 Clients**
- **3,346 Contacts**

This program helps individuals of all ages access the maze of agencies, organizations, and bureaucratic requirements of the long term care system. OFA contracts with Lifespan of Greater Rochester for three Resource Advisors. They refer clients to a wide range of in-home, community based, and institutional services. NY Connects also provides Options Counseling which is a person centered service offered to individuals, caregivers, or families needing more intensive and on-going assistance.

Types of Assistance Provided



Health Insurance Information and Counseling Program (HIICAP)

- **2,270 clients**
- **34 workshops**
- **763 participants**

HIICAP Provides information and counseling on Medicare and other health insurances to help consumers choose a plan that fits their needs and budget. Help is provided on basic Medicare, Medicare Advantage Plans, Medigap policies, Medicare Savings Programs, Extra Help, EPIC and numerous drug plans.





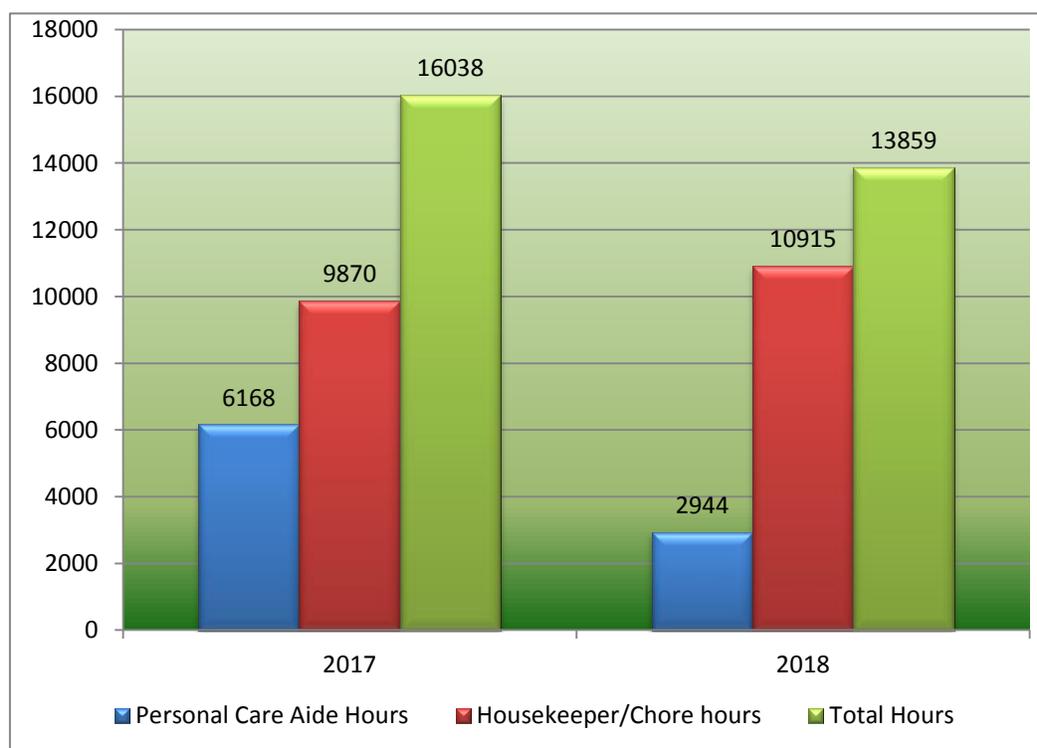
Medicare 101 workshops are offered monthly and are open to people who are new to Medicare. We also conduct presentations and workshops throughout the county and weekly presentations during Medicare open enrollment.

Expanded In-Home Services for the Elderly Program (EISEP)

- **194 clients**
- **1,660 hours of case management**
- **13,859 hours of home care**

EISEP provides help with basic activities of daily living such as bathing, dressing, meal preparation, housecleaning and laundry. In addition, ancillary services can be provided if needed, including installation of grab bars, heavy cleaning, shopping assistance and tub conversions.

An OFA case manager assesses needs and provides on-going care coordination. This program typically has a waiting list for service due to a shortage of home care aides in



the County. The number of hours of home care decreased due to this shortage of aides. Personal Care Level II Aides are harder to find and as a result the hours of PCA II have declined by 52% from 2017. PCA II aides can provide “hands on”

care including bathing and dressing. We have increased PCA I services from 2017 but overall this has affected the amount of services we are able to provide.



Caregiver Services

- **336 caregivers served**
- **3,000 hours of respite**
- **1,226 meals**
- **231 hours of counseling**
- **39 training sessions**

We provide a continuum of services to assist and support informal caregivers, spouses, adult children, and other family members in their efforts to care for their loved ones. Respite care provides temporary relief from caregiving responsibilities in the form of home care or adult day care. Meals are provided to help relieve the burden of cooking. OFA maintains seven Caregiver Resource sites in Ontario County libraries where informational materials about caregiving are made available.

Counseling is provided to help with understanding service options and financial issues to make informed decisions about the level of care needed for a loved one. OFA offers the evidence-based educational program called Powerful Tools for Caregivers to help caregivers manage their stress and improve their caregiving skills.

Nutrition Kitchen

OFA collaborated with the Sheriff's Office in 2018 in order to produce the meals for the Senior Nutrition Program. This collaboration started out of necessity because 74 Ontario Street was to undergo a major renovation. The OFA nutrition kitchen, food service staff, drivers and volunteers had to be moved.

Office for the Aging's Senior Nutrition Program produces over 72,000 meals a year and distributes those meals to over 700 frail elderly each year. The kitchen staff prepares and packages about 250-300 meals per day and the delivery of the meals requires the coordination of hundreds of volunteers, paid drivers and caregivers.

The only other kitchen facility in the County was the jail kitchen. Moving this type of operation into a secure facility was a major challenge and required intense planning and cooperation. The move required the collaboration of several county departments. A task force was formed that included staff from OFA, the Sheriff's Office, the Planning Department, Buildings and Grounds, the County Administrator, Information Services and Human Resources.

Home Delivered Meal Program (Meals on Wheels)

- **408 clients served**
- **56,221 meals delivered**

Our HDM program provides a hot nutritious meal, a friendly face and independence for homebound, frail or recuperating older adults. Case managers are assigned to all clients to coordinate other needed services for the homebound person. Participants receive a



hot meal five days per week delivered by a volunteer. Frozen meals are available to individuals who do not live along a hot meal delivery route and/or need a weekend meal. Volunteers provide safety checks on each home delivered meal client when they deliver their meal.

Community Dining Program

- **235 clients served**
- **14,733 meals served**

Healthy, nutritious, balanced meals are served to older adults up to five days a week in seven congregate locations around the county. These locations offer meals, socialization and up-to-date information about healthy eating, wellness and healthy habits. In 2018 we relocated our Geneva meal program from Elmcrest Apartments to Lyceum Apartments due to renovations at Elmcrest.

Nutrition Education

- **3989 contacts**
- **350 clients served**

Nutrition Education is provided by a registered dietician. Presentations are conducted at the Community Dining Sites on nutrition and health promotion topics. Many of the presentations are done in collaboration with other groups such as the Ontario County Department of Public Health. Educational materials are handed out to home delivered meal clients when the meals are delivered.

Nutrition Counseling

- **25 individuals served**
- **71 hours of counseling**

Our registered dietitian provides information and guidance to older adults who are at nutritional risk due to their health, dietary intake, chronic illness or medication use. Guidance is provided on diabetes, weight loss or gain and healthy eating in private nutrition counseling sessions.

Senior Farmer's Market Coupon Program

- **570 households served**

Once a year, we administer the Senior Farmer's Market Nutrition Program (SFMNP) to eligible, low-income older adults. We provide \$20 in coupons to buy locally-grown fresh fruits and vegetables at participating farmers' markets in Ontario County. Booklets are available in July and may be used through November.



Legal Services

- **75 clients served**
- **448 hours**

Legal services are provided through a contract with Legal Assistance of Western New York, Inc. This service helps low income older adults with some of the most common but daunting legal issues they face such as Power of Attorney, Health Care Proxy, wills, housing and landlord/tenant issues, debt, public benefits, and other areas of civil law.

Transportation Services

- **143 clients**
- **4,350 one way trips**

Transportation is provided through a contract with RTS and by volunteer drivers. Transportation is provided to medical appointments, shopping, and other essential appointments. Transportation is also provided to adult day centers for caregiver respite and dialysis three times per week. Shopper Buses run in Canandaigua, Clifton Springs and Bloomfield. Volunteers provide transportation to medical appointments for those who are unable to use the RTS bus. This is done in collaboration with the RSVP program of Wayne CAP.

Public Education and Outreach

- **13,543 contacts**

Health fairs, public forums, presentations, website, Facebook and newsletters make up our efforts to educate and inform older adults of the services and benefits available to them.

Personal Emergency Response Systems (PERS)

- **240 clients**
- **2,032 units of service**

PERS devices help frail elders living alone and at risk of falling. The Office for the Aging contracted with Response 4 Help in 2018 for this service.

Volunteer Program

- **243 volunteers**
- **6000 hours of service**

OFA relies on volunteers to deliver meals to homebound elderly, provide transportation to doctors, and provide friendly visits, yard work, home projects, insurance counseling



and the newsletter.

Health Promotion

- **154 clients**
- **1,795 classes**

The Office for the Aging has made a commitment to enabling people to improve and increase control over their health. Health promotion interventions can help prevent, delay or lessen chronic disease and a loss of independence. Programs range from technology based interventions to physical exercise to mind stimulation.

A Tai Chi for Arthritis program was created in 2018: Improves balance and strength.

Matter of Balance: An evidence-based program to improve balance, reduce the fear of falling and prevent falls.

Computer Classes: OFA contracts with Wood Library to provide “hands-on” computer education at Wood Library, learning basic and intermediate skills such as introductions to Word, Facebook, and Skype, using an iPad, Cyber security, digital photos and getting around the Internet.

Senior Center Recreation: The Senior Recreation program is located at the Canandaigua Salvation Army (also known as the Golden Spot Senior Center). Classes include exercise, games, parties, and bingo.

SALT: Educational programs offered on fraud, scams, and identity theft and health and safety issues in collaboration with the Sheriff’s Department, Quail Summit, Comfort Keepers.

Food, Fun and Fitness: OFA contracts with Ontario ARC to provide a weekly exercise and nutrition program for older adults and people with intellectual and developmental disabilities. The classes increase awareness of healthy lifestyles.

	Clients	Classes/Hours
Matter of Balance	32	234
Computer Classes	63	144
Senior Center Recreation	64	56
SALT	37	32
Food Fun & Fitness	40	1339
Tai Chi for Arthritis	19	78



Long Term Care Council

OFA facilitates the LTCC. The purpose of the LTCC is to examine and analyze the local long term care system, identify gaps and duplication in the system, and come up with solutions and strategies to address the identified gaps. There are over **75** individuals representing over **50** organizations on the LTCC.

Advisory Council

The OFA Advisory Council helps advance new policies, advocates for funding, reviews the effectiveness of OFA programs and reviews and approves the Annual Implementation Plan. They are the eyes and ears of the community to help ensure the needs and concerns of older residents are being heard. The Council also sponsors the Annual Public Hearing, Seniors of the Year Celebration and the Gift Giving Tree. In 2018 the Advisory Council formed a subcommittee to look into the homecare worker shortage in the County. A partnership was formed with FLCC in order to promote the Home Health Certificate program.

Advisory Council Members 2018

Nathan Kollar, Chairperson	Canandaigua
Elizabeth Ridgway, 1 st Vice Chair	City of Canandaigua
Kay Viggiani	Clifton Springs
Maggie Bringewatt	Canandaigua
Robin Didas-Mott	Venture Forthe
Ed Hemminger	Farmington
Mary McCarthy	Victor
Wanda Moore	80 Parrish St
Diane Olivet	Canandaigua
Paul Ryther	East Bloomfield

2018 Fiscal Report

Ontario County Office for the Aging 2018 Revenue and Expense Report			
FUND	Expense	Revenue	County Cost
EISEP	\$ 514,336	\$ 327,174	\$ 187,162
WIN	\$ 234,263	\$ 231,304	\$ 2,959
Title III B	\$ 190,156	\$ 101,170	\$ 88,986
Title IIID	\$ 11,740	\$ 8,022	\$ 3,718
Title III E	\$ 77,617	\$ 56,673	\$ 20,944
OC Admin	\$ (10,624)	\$ 16,862	\$ (27,486)
Title III C-1	\$ 227,447	\$ 172,583	\$ 54,864
Title III C-2	\$ 218,331	\$ 186,611	\$ 31,720
CSE	\$ 260,172	\$ 202,969	\$ 57,203
Title V SCSEP	\$ 13,889	\$ 18,006	\$ (4,117)
HIICAP	\$ 90,167	\$ 33,926	\$ 56,241
CSI	\$ 6,439	\$ 1,950	\$ 4,489
NSIP	NA	\$ 10,944	\$ (10,944)
MIPPA/ADRC	\$ 13,414	\$ 13,380	\$ 34
AAA Transportation	\$ 5,218	\$ 6,583	\$ (1,365)
NY Connects/BIP	\$ 291,054	\$ 253,725	\$ 37,329
Total	\$ 2,143,618	\$ 1,641,882	\$ 501,737

