



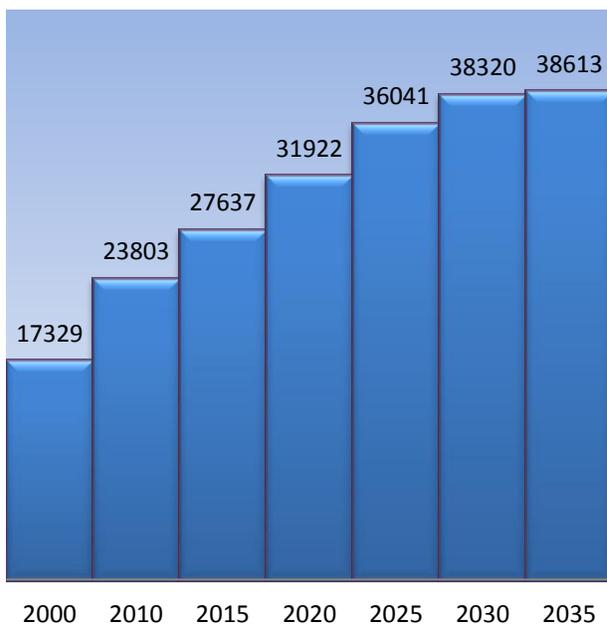
March for Meals - Community Champions

2015
Ontario County
Office for the Aging
Annual Report

Preparing for the Future

We are living longer. Ontario County, just like the rest of the nation has a growing population of older adults. Currently there are an estimated 24,000 older adults age 60 or over living in Ontario County, about 22% of the county's total population. By the year 2035 it is projected that that number will grow to 33% of the county's population. The fastest growing segment of the population are those age 75 and over, which often correlates with an increased need for long term services and supports (LTSS).

Ontario County Population Trends Age 60 and Over



Our vision is that all residents of Ontario County will have access to a broad array of services that allow them to remain independent as long as possible.

In preparing for the future OFA conducted a community needs assessment in 2015. What we found is that older adults are concerned about their economic security, their mobility, their health insurance and having affordable long term care options.

Our role is to provide leadership in advocating and identifying gaps and weaknesses in the delivery of services and fostering the expansion of service. OFA is positioning itself as a critical source of support for older adults, caregivers and people with disabilities by expanding the NY Connects

program. People of all ages, incomes and disabilities can get information and one-on-one counseling on the full range of long-term services and supports in the community.

In order to meet the needs identified OFA will continue to provide and expand many of the services we already offer including health insurance counseling, case management, personal care and homemaker services, personal emergency response systems, respite care, legal services and benefits assistance. We will continue our home delivered meal program and expand our community dining sites and our transportation services.

It is our mission to help people age in place with adequate supports, independence and dignity.

2015 Significant Accomplishments

- The Office for the Aging served **7,435** individuals in 2015.

NY Connects: Information, Assistance and Guidance

- Provided **5,147** contacts with older adults, their caregivers and other professionals seeking information and assistance, up **7.5%** over 2014. The top five issues addressed were 1. Home Based Services 2. Health Insurance 3. Nutrition 4. Caregiver Services 5. Legal Services.
- Provided benefits assistance to **290** clients, helping them to apply for vital public benefits such as Medicaid, HEAP, Food Stamps, SSI, Medicare Savings Programs and home repair grants.

Health Insurance Counseling and Assistance:

- The HIICAP program provided 2,393 hours of counseling to **3,026** individuals.
- Conducted **141** Health Insurance presentations, attended by **1,050** people

Nutrition:

- The Home Delivered Meals program provided **54,761** meals to **442** clients.
- The Community Dining Program provided a hot meal and socialization to **271** participants, a **41%** increase in over 2014. We served **13,804** meals at six dining sites.

Expanded In-Home Services for the Elderly Program

- Increased in-home personal care and housekeeping services by **21%**.
- Increased case management by **23%** by providing nearly **1,700** hours of case management to frail older adults and their caregivers, which helped them age in place and remain independent in their own homes.

Caregivers

- Provided **408** caregivers with counseling, support and training.
- Provided **1540** hours of respite care to temporarily relieve their care burden.
- Expanded the Alzheimer's Association services to two days a month providing counseling and guidance to families dealing with dementia.

Volunteer Services:

- Expanded transportation services by recruiting **10** volunteers who provided **260** trips of medical transportation to **60** clients, including out-of-county trips.
- Collaborated with St. Benedict's Parish summer camp and helped **42** clients with chore services, yard work and small home repair projects.

NY Connects: No Wrong Door Aging and Disability Resource Center

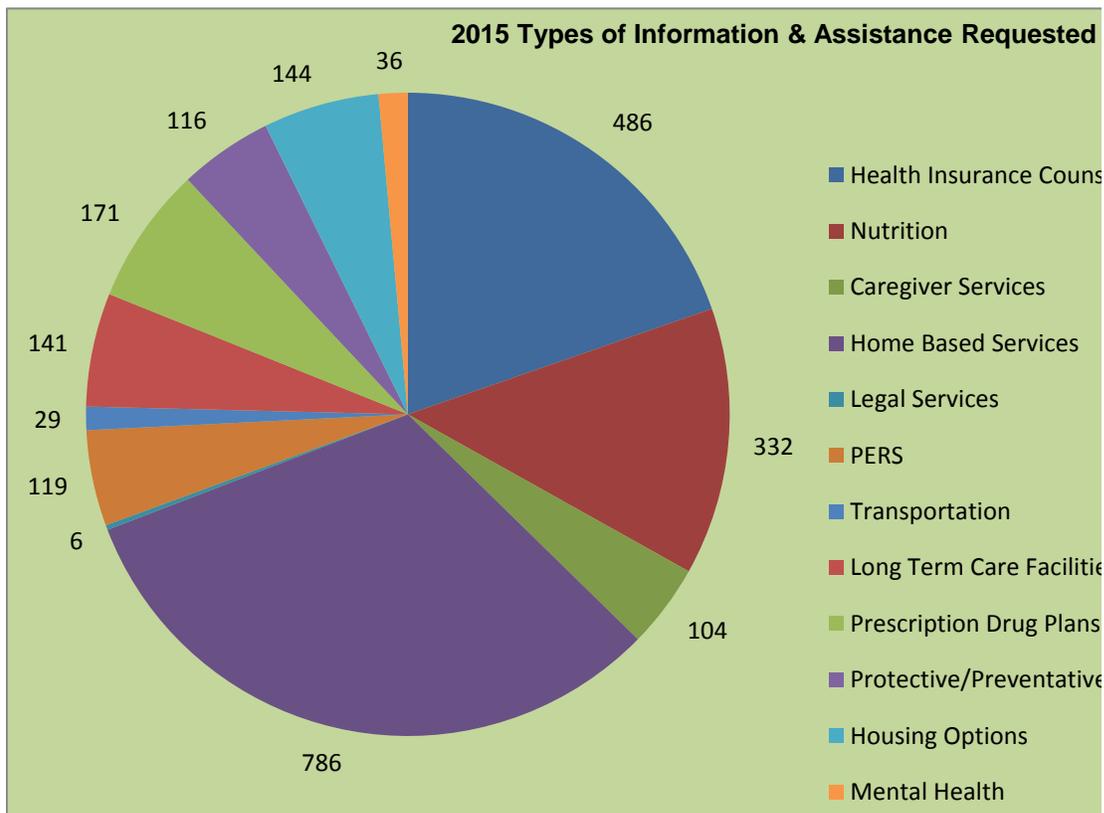
5,147 contacts

Finding the right long term services and supports can be very confusing. NY Connects is a trusted place for information and assistance about long term services and supports. The Office for the Aging provides information and assistance to people of all ages and their caregivers. NY Connects Specialists help people determine what they need, link them to services and educate them on the resources available, whether it involves privately paying for services, through insurance, or eligible for a government program.

In 2015 we began the process of improving access to long term services and supports (LTSS) with expanded funding from the Balancing Incentive Program. NY Connects will serve as the “Hub” or a comprehensive resource for all LTSS populations, including those with Intellectual and/or Developmental Disabilities, physical disabilities and individuals with behavioral health needs.

The key elements of the program are:

- ✓ No Wrong Door
- ✓ Statewide 800 Number
- ✓ Information and Assistance
- ✓ Screening for Medicaid Eligibility
- ✓ Resource Directory
- ✓ Options Counseling
- ✓ Public Education



HIICAP

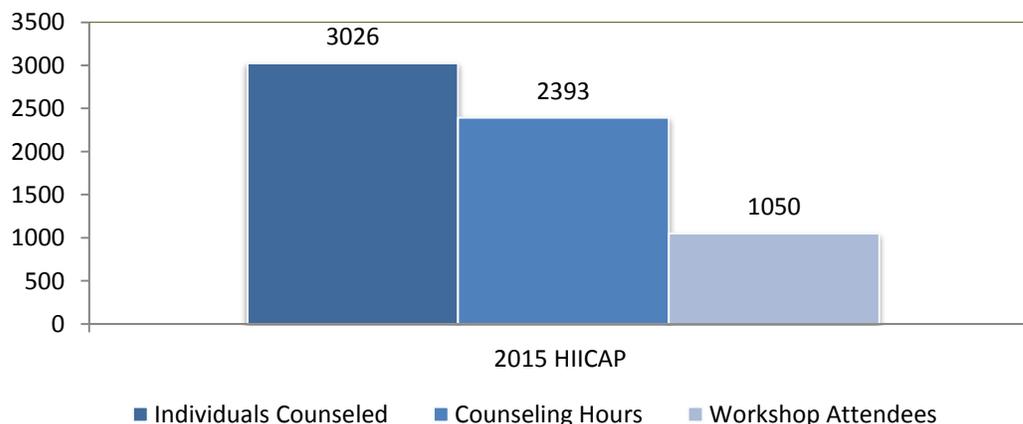
3,026 individuals counseled

2,393 hours

141 presentations - 1,050 workshop participants

Understanding Medicare and the vast array of supplemental health insurance policies available is a daunting task. The Health Insurance Information and Counseling Program (HIICAP) provides information and counseling about Medicare and other health insurances to help consumers choose a plan that fits their needs and budget. The services are free and unbiased. In 2015 we counseled **3,026** people on their health insurance options including basic Medicare, Medicare Advantage and Medigap policies, Medicare Savings Programs, Extra Help, EPIC and other drug plans.

Caregivers or persons soon to be eligible for Medicare can attend Medicare 101 Workshops, which are given monthly. We also conduct presentations and workshops throughout the county and weekly presentations during Medicare open enrollment. There were **141** presentations that **1,050** participants attended.



Expanded In-Home Services for the Elderly Program

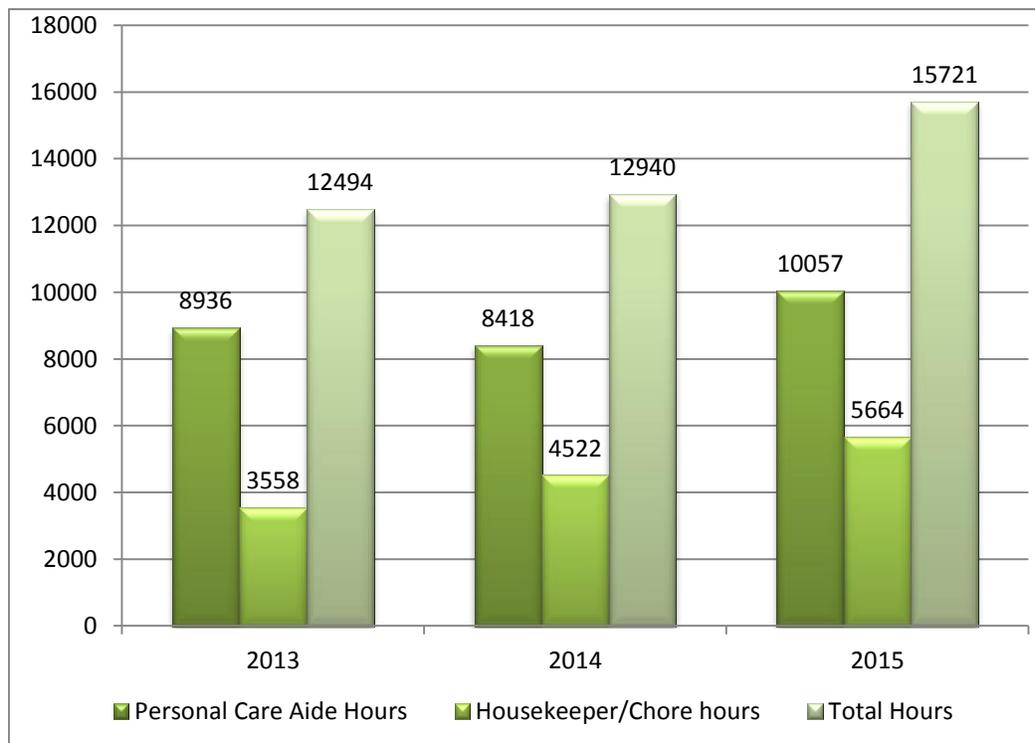
161 clients served

1,699 hours of case management

5,664 hours of chore/housekeeping services

10,057 hours of personal care services

The Expanded In- Home Services for the Elderly Program (EISEP) helps older adults live independently in their own home. 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 and tub conversions. An OFA case manager does a comprehensive assessment of needs, develops a plan, coordinates, and monitors a client's care. This program typically has a waiting list for service but the Ontario County Board of Supervisors allocated additional funds in 2015 to reduce the waiting list, as a result there was a **21%** increase in home care services and a **23%** increase in case management.

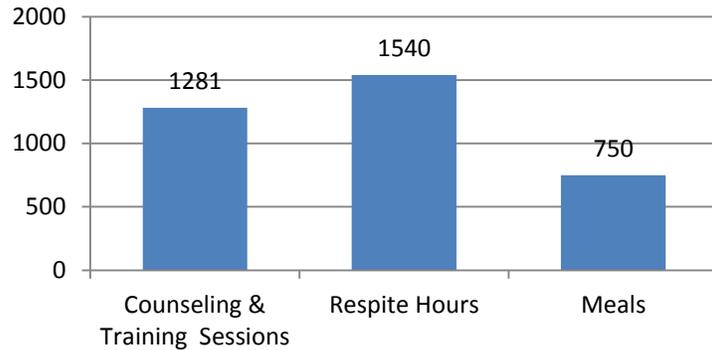


Caregiver Services

1281 sessions of counseling, support and training

1540 hours of respite care

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 older persons who need help with daily tasks. In 2015 the Board of Supervisors approved an increase in funding in order to provide increased respite services.



Counseling, Support and Training (CST): In 2015, OFA provided **1281** sessions of CST to **408** caregivers to help them to navigate the system of care and assist them with understanding their options, health and financial issues, and to make informed decisions about the care of their loved one.

Respite Care: In 2015, OFA provided **1540** hours of respite care to caregivers, which provides them with temporary relief from their responsibilities. There was a **7%** increase in respite care over 2014.

Meals: In 2015, OFA provided **750** meals to caregivers and the care receiver. This helps relieve the burden of preparing meals and one less thing they have to do.

Caregiver Resource Centers: OFA maintains resource sites in Ontario County libraries and distributed over **930** brochures and **495** newsletters to seven libraries.

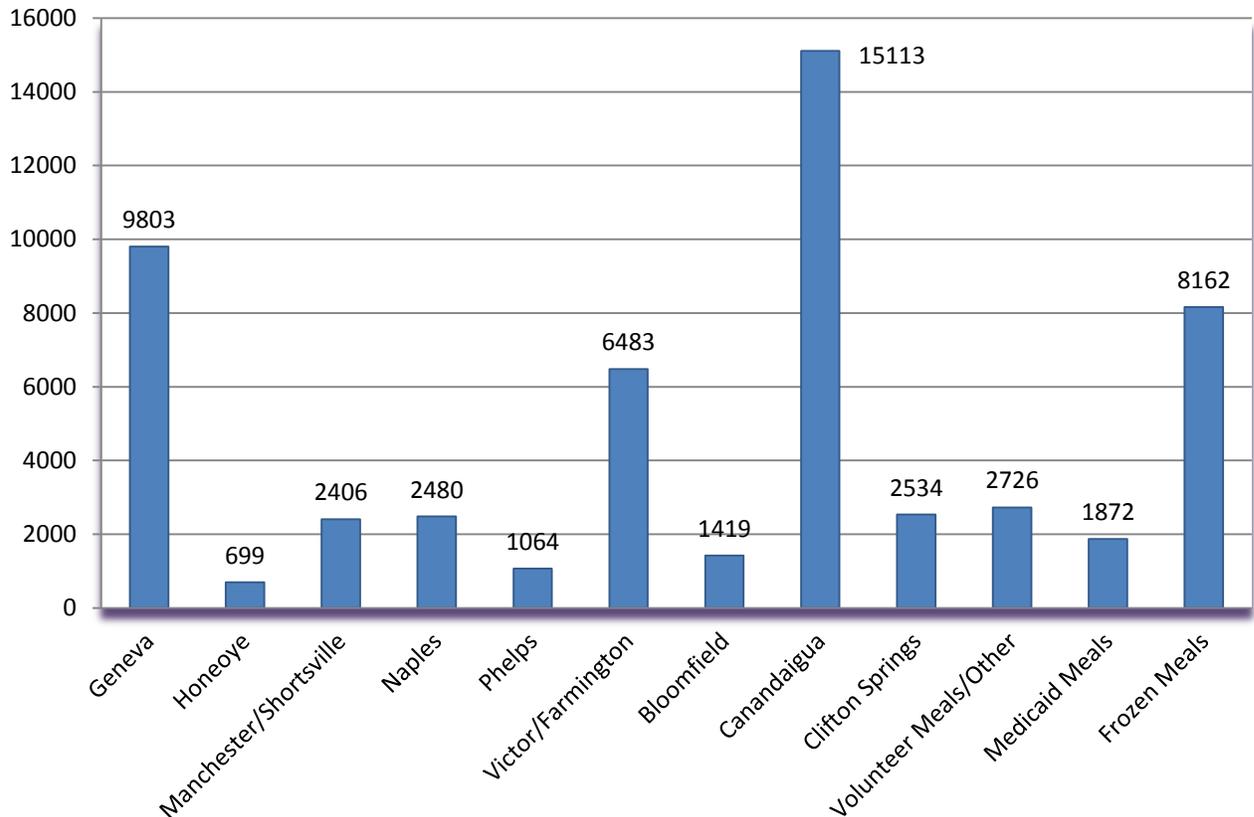
Home Delivered Meal Program

54,761 meals delivered - 442 clients

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 everyone so that they can also coordinate other needed services or care for the homebound person. A dedicated force of volunteers delivers the meals on **28** different routes throughout the county. Frozen meals are available to individuals who do not live along a hot meal delivery route. These meals are picked up at our kitchen by relatives or friends.

MLTCs (Managed Long Term Care), which were established as a part of the governor's Medicaid reform, have contracted with OFA to provide meals to their Medicaid patients. In 2015 **1872** meals were provided to Medicaid clients and this number will grow significantly in 2016.

2015 Home Delivered Meals By Town



Nutrition Education

3621 units of service

Nutrition Education is provided by a registered dietician. In 2015, **3621** units of service were provided to **503** unduplicated clients. 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

In 2015, our registered dietician counseled **24** individuals who are at nutritional risk because of their health, dietary intake, chronic illness or medication use.

Senior Farmer's Market Coupon Program

593 households

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.

Transportation Services

2631 trips - 66 clients

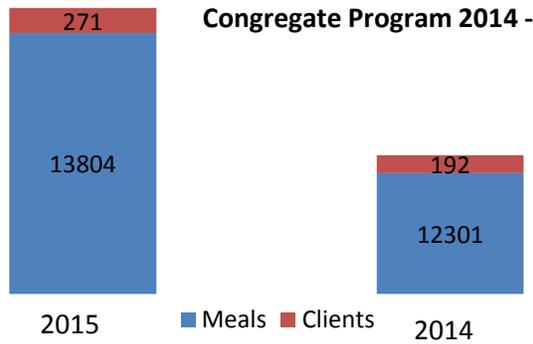
Transportation is one of the most difficult services to provide and one of the most needed. The Senior Van Service runs four days per week from 10:00 am – 1:30 pm. Medical and other essential appointments take precedence but riders can be taken to do shopping, banking or for social events. This service provided **1,544** one way trips. FA also developed a collaboration with RSVP of Wayne Cap and recruited volunteers to be part of a volunteer corps who transports clients to medical appointments, including out of county appointments. OFA also provides transportation to older adults needing dialysis treatment through a contract with RTS Dial-A-Ride. Tis service provided **1,011** trips.

Community Dining Program

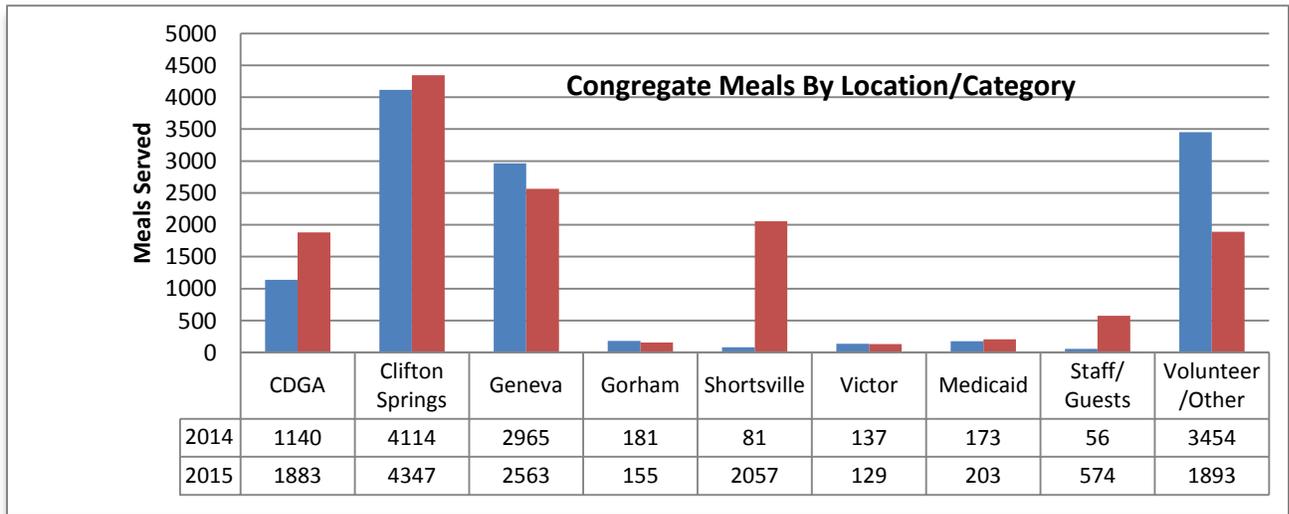
13,804 meals served – 271 Participants

In 2015, the Community Dining Program, which is also referred to as the congregate meal program,

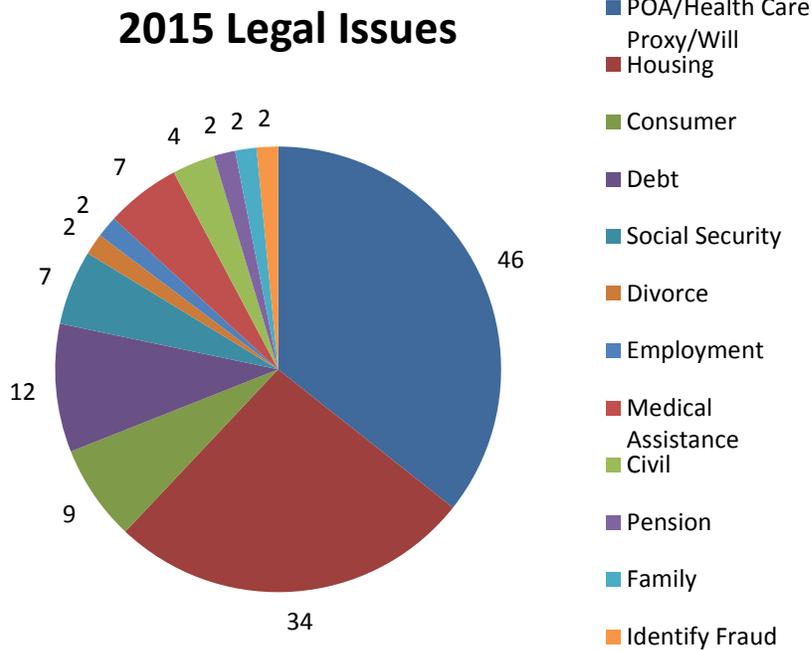
increased the number of meals served by about **12%** and participation by **41%** from 2014. The program offers a nutritious balanced meal and a place to socialize. Typically a noon meal is served but one site serves an



evening meal. The sites are located in a variety of community locations. The Shortsville site opened in 2014 starting out with two days a week but in 2015 went to five days per week. The program is open to anyone over the age of 60 and also their spouse of any age. There is no cost but donations are requested.



Legal Services



In 2015 **129** low income older adults received legal services at no cost, an increase of **122%** over 2014. The funding for these services was increased in 2015 because we typically ran out by midyear. The 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. The number of older adults seeking assistance with housing more than tripled, as did those seeking help with debt. For the first time this year we saw older adults seeking help with identity fraud. If it wasn't for this program many lower income older adults wouldn't be able to get legal assistance due to the cost.

Case Assistance & Options Counseling

749 hours of assistance – 290 clients

Case Assistance is not just information and referral. It involves assessment of need, worker intervention, guidance, advocacy and negotiation. We assist older adults with understanding and applying for benefits and entitlements such as Medicare, Medicaid, and SNAP, energy assistance, finding affordable housing, applying for weatherization and home repair grants and loan programs.

Options Counseling is a person-centered decision-support process where older adults and their caregivers are supported in their deliberations to determine appropriate long-term care choices in the context of their needs, preferences, values, and individual circumstances.

Public Information & Outreach

80 people went to one of our **11** outreach satellite sites throughout the county. Experienced caseworkers provide assistance with paperwork and applications, health insurance counseling and information and referrals.

353 participants attended **13** presentations that were conducted throughout the county on OFA services and other topics such as caregiving.

12,636 copies of the “**Senior Newsbeat**” newsletter, which is published quarterly, were distributed either by mail or by email.

4,944 web hits on the Ontario County Office for the Aging website, which is a **44%** increase since 2014: <http://www.co.ontario.ny.us/aging>

OFA also has a **Facebook** page to keep volunteers and clients up to date.

Health Promotion

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.

Personal Emergency Response Systems & Dispense-A-Pill: In 2015, **208** clients received PERS devices and **3** clients received Dispense-A-Pill devices. The Office for the Aging contracts with Doyle Security System, Inc. for PERS and DAP.

Matter of Balance: An evidence-based program to improve balance, reduce the fear of falling and prevent falls. In 2015 a total of **40** people attended **3** eight week programs which were held at Ferris Hills, Gypsum Mills, and Clark Manor.

Computer Classes: OFA contracts with Wood Library to provide “hands-on” computer education. During 2014, **35** older adults attended computer classes at Wood Library, learning basic skills such as “mouse and keyboarding” and getting around the Internet.

Senior Center Recreation: In 2015, **89** clients participated in **238** activities at the Senior Recreation program at the Canandaigua Salvation Army (also known as the Golden Spot Senior Center). Classes include ceramics, games, parties, knitting and ceramics.

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. In 2015, **35** people attended weekly classes. The classes increase awareness of healthy lifestyles.

OFA Advisory Council

The OFA Advisory Council helps advance new policies, reviews programs and their effectiveness and assists with public hearings. They are the eyes and ears of the community to help ensure the needs and concerns of older county residents are being heard. The Council also sponsors the Seniors of the Year Celebration and the Gift Giving Tree. The Council members also review the Annual Implementation Plan required by the New York State Office for the Aging and makes recommendations as needed.

In 2015 Advisory Council Members:

Alice McConnell, Chairperson, Bloomfield

Michelle Jungermann, 1st Vice Chairperson, ARC

Herb Swingle, 2nd Vice Chairperson, Victor

Philip Alamond, Rushville

Robin Didas-Mott, Venture Forthe

Zelmeta Dunham, Geneva

Patricia Hemminger, Phelps

Nathan Kollar, Canandaigua

Mary McCarthy, Victor

Wanda Moore, 80 Parrish St. Apartments

Elizabeth Ridgway, Canandaigua

Paul Ryther, East Bloomfield

Kay Viggiani, Clifton Springs

Jennifer White, NYSEG



Volunteers - Our Lifeline

Meals on Wheels: The Office for the Aging relies on volunteers to deliver meals to homebound elderly. They are the lifeline to many homebound elders.

- **251** volunteers provided **6,400** hours of service
- **Recruited 37** new volunteers in 2015

Collaborations Extend Our Reach: RSVP, Ontario ARC, Canandaigua National Bank and St. Benedict's Church helped OFA provide special services to Ontario County older adults.

- **10** volunteers provided **260** trips of medical transportation to **60** clients
- **St. Benedicts Service Days** – helped **42** clients with home projects
- **8** volunteers worked with **Public Health on an Emergency Preparedness Drill.**

The March for Meals: Community Champions Days: In 2015, 13 Community Champions participated in the Meals on Wheels “March for Meals” to raise awareness of the issues of senior hunger and isolation and to encourage volunteer recruitment

