

Broome County
**Office for
Aging** 

...bringing seniors and services together

**Annual
Report
2015**

Agency Mission

The mission of the Broome County Office for Aging is to improve and enrich the quality of life for all older persons in Broome County.

The Office for Aging:

- ✓ Promotes the dignity and independence of the older person.
- ✓ Ensures that comprehensive and coordinated services are brought to bear on the needs of older persons.
- ✓ Fosters public awareness of the value and contribution of older persons to the community.

The guiding policy of the mission is to implement the mandates and requirements of federal and state regulations pertaining to the elderly. These are provided in federal law under the Older Americans Act, and in state law under the New York State Community Services for the Elderly Act and the regulations governing the Expanded In-home Services for the Elderly Program (EISEP). Other program requirements come from the U.S. Department of Agriculture, the federal and state Departments of Social Services, and the NYS Department of Health.



Broome County Office for Aging

Debra A. Preston, County Executive . Jamie M. Kelly, Director

July 25, 2016

Debra A. Preston
Broome County Executive
Edwin L. Crawford County Office Building
Binghamton, NY 13901

Dear Ms. Preston:

I am pleased to submit to you the Office for Aging Annual Report 2015. The report details the many ways the Office for Aging served our growing senior community last year.

During 2015, the Office for Aging provided services and benefits for 12,548 individuals; of these, 1,003 were new service recipients age 60 and over. In addition, the Office for Aging had multiple contacts with unidentified seniors and caregivers. The Office for Aging provides a diverse array of services that are designed to promote independence. Central to this effort is the Information and Assistance Line which handled 10,860 calls from seniors and caregivers seeking help in linking to services and benefits. The main requests for information were focused on financial issues— typically health insurance and prescription drug coverage, home health care, transportation and housing. Our OFA website and Facebook page were kept up-to-date with information as well. Our nutrition program provided over 256,000 meals at senior centers and to homebound individuals. Over 19,134 hours of personal care helped individuals remain safely in their homes.

The total budget for the year was \$5,288,236; this was a decrease from the previous year. State funding for two major programs remained unchanged, and a third had a slight increase from 2014 levels. Funding from the Older Americans Act programs was virtually unchanged from the previous year. A new funding source which debuted in late 2014, the Balancing Incentive Program, or BIP, continued with monies to expand and enhance our intake system. Client contributions and direct billing continued to play a major role in maintaining programs; they represented 15.6% of the total Office for Aging operating budget for the year.

The accomplishments of the Office for Aging are the result of the work of a dedicated staff, the commitment of our contract agencies, and the enthusiasm of numerous volunteers. With the continued growth of our elderly population we have many opportunities and challenges ahead of us as a county. The Office for Aging will continue to take a leadership role in helping the community prepare for its future.

Respectfully submitted,

Jamie M. Kelly
Director

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2015 Program Highlights

Keeping You Informed, Healthy and Connected

Improving Physical Health and Socialization - Seniors Running-Walking Festival

This program gives people age 55+ the opportunity to join a group training program twice per week to walk or run with their peers. The goal is to complete one of the following events at the end of the training program: 1 mile run/walk, 5k run/walk or 2k wheelchair race. Over 100 people participated in the final event in 2015, and for many this was their first 5k event. Our age group ranged from 55 – 90! We plan to make this an annual event.



HIICAP- Health Insurance Information, Counseling and Assistance Program

Action for Older Persons, Inc. provides HIICAP services and offers unbiased and confidential one-on-one counseling to seniors faced with difficult health insurance choices. During the 2015 program year, HIICAP saved participating Broome County seniors an estimated \$1,571,381. In addition to providing one-on-one counseling, Action for Older Persons organized 75 educational programs attended by 1,076 individuals.



Senior Centers-Keeping our Communities Safe

We have worked in partnership with the Broome County Sheriff's Office to safely dispose of over 500 pounds of prescription drugs and other medications. Sheriff Harder has great relationships with individuals at the centers and they look forward to his presence at this event. We plan to continue providing this service each year by utilizing the senior centers with scheduled public Medication Drop Off events.

Working with Community Partners

The Broome County Office for Aging has partnered with CHOW to provide seniors with access to seasonal produce at local centers. The CHOW Mobile Market allows seniors to shop at their convenience while visiting a center. Individuals are able to use cash, checks, credit cards, SNAP benefits cards, or Farmer's Market Coupons, which helps us accommodate a diverse population. This partnership not only encourages our seniors to make healthier choices, but also allows CHOW to continue to provide support to individuals and families in need.



Seniors in Broome County

The 2010 Census shows 200,600 people living in Broome County; out of this total, 67,298 are age 60 and above. One in 4.5 people residing in Broome County are seniors. Elders make up a higher proportion of the population in Broome County than they do in the state and national populations. While those age 60 plus are 22% of the Broome County population, seniors comprise 19% of the New York State population and 18% of the national population.

By Age, Seniors Served by OFA in Comparison to County Population – 2015

Age	2010 Census	Known Served 2015	Percent of this Age Group Served
60+	44,485	10,626	24%
75+	17,176	5,570	32%
85+	5,637	2,283	40.5%

Targeted Populations

The Office for Aging is federally mandated to assure that certain targeted populations (which have been identified as most likely to need services) receive services in proportion to their presence in the Broome County senior population. The targeted senior populations include women, racial or ethnic minorities, low income individuals (at or below 150% of the federal poverty level) and those with the greatest social need (currently measured by counting those who live alone).

Percentage of Targeted Population Served - 2015

Targeted Population	Percent of 60+ population in 2010 census	Percent of 60+ population served by OFA in 2015
Women	57%	65%
Minorities	4%	4%
Low-income (100% Poverty)	Undetermined*	10%
Live alone	29%	43%

2015 Federal Poverty Guidelines*

SIZE OF HOUSEHOLD	100% POVERTY	150% POVERTY
1	\$11,770	\$17,655
2	\$15,930	\$23,895
3	\$20,090	\$30,135

*2015 Health and Human Services Guidelines as published
in Federal Register on January 22, 2015.

Cost of Service Delivery by Category

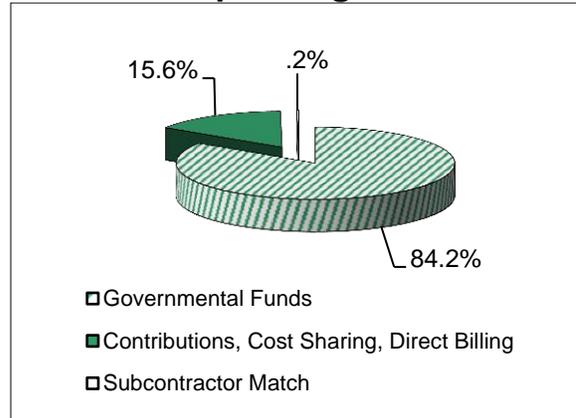
Access Programs	
Caregiver Services	\$111,198
Information and Assistance: <i>Senior News</i>	\$31,813
Information and Assistance: I & A Line	\$596,277
Total	\$739,288

Benefit Programs	
Foster Grandparent Program	\$271,155
Home Energy Assistance Program (HEAP)	\$51,240
Senior Helpers Program	\$32,749
Total	\$355,144

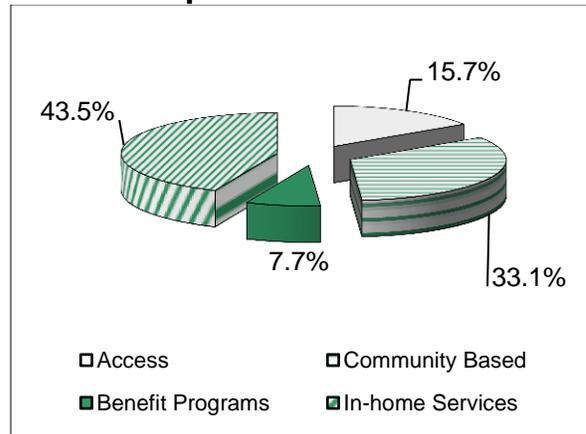
Community Based Services	
Health and Wellness Programs	\$133,679
Health Insurance, Information, and Counseling Assistance Program (HIICAP)	\$49,699
Legal Services	\$32,825
Senior Center Meal Program	\$875,752
Social Adult Day Care Program	\$245,803
Transportation Program	\$196,585
Total	\$1,534,343

In Home Services	
Caregiver Services: In Home Respite	\$16,399
Home Delivered Meals Program	\$1,056,023
IHS: Case Management	\$465,194
IHS: Consumer Directed Services	\$69,903
IHS: PERS Units	\$21,300
IHS: Personal Care/Chore	\$341,332
IHS: Shopper Program	\$30,000
Total	\$2,000,151

Source of Operating Funds 2015



Service Expenditures 2015



Services Provided

Caregiver Services	
Information, training, consultation, respite, and support for caregivers to the elderly	
• Unduplicated caregivers served	583
• Participants in caregiver training	353
• Respite hours	427
Foster Grandparent Program	
Volunteers work with special needs children	
• Unduplicated number of Foster Grandparents	69
• Hours of service provided by the Foster Grandparents	57,200
• Stipend dollars delivered to low-income volunteers	\$151,580
Health and Wellness Program	
Fostering the health and well-being of older people through social interaction, educational workshops, and physical activities	
• Attendance at health promotion activities	21,249
• Number of recreation/education activities offered	5,914
• Participants in nutrition education classes	4,953
Health Insurance Information, Counseling and Assistance Program	
Free, unbiased and confidential assistance with health insurance questions and concerns provided through Action for Older Persons, Inc. and the Office for Aging	
• Unduplicated clients receiving individual counseling	1,403
• Estimated (annual) dollar savings	\$1,571,381
• Participants in HIICAP educational programs	1,076
Home Delivered Meals	
Healthy meals delivered to the homebound	
• Unduplicated clients served	633
• Number of meals provided	172,060
• Average number of clients per day	334
Home Energy Assistance Program	
Certification of low-income seniors for help with energy expenses	
• Applications certified for a benefit	1,944
• Total benefits awarded	\$873,570
In-Home Services Unit	
In-home assessment, homemaker and personal care services, shopping and Personal Emergency Response services for the homebound	
• Unduplicated clients served	860
• Personal care and chore hours	19,134
• Case management hours	4,635
• Shopper Program: unduplicated clients served	49
• Shopper Program: one way shopping trips	1,286
• PERS Units: Unduplicated clients served	96

Information and Assistance	
Central source of accurate, up-to-date information about benefits, programs and services for seniors and caregivers	
• Unduplicated clients	4,152
• Information and assistance contacts	10,860
• Referrals	4,150
• Average monthly copies of Senior News distributed	7,307
Legal Services	
Legal advice and representation in civil matters to seniors who can't afford private counsel provided through the Legal Aid Society of Mid-New York	
• Unduplicated clients	277
• Hours of service	505
NY Connects	
Single point of entry for all Long Term Services and Supports	
• Number of contacts including calls, home visits, care transitions and referrals	1,435
Senior Centers	
Eight sites offering socialization, nutritious meals, wellness activities, and assistance.	
• Unduplicated participants	2,735
• Meals provided	84,572
Senior Helpers Program	
Employment referral service matching older workers to private for in-home jobs	
• Number of successful job matches	727
• Unduplicated employers who hired a Senior Helper	538
• Unduplicated Senior Helpers matched to a job	175
Social Adult Day Program	
Socialization for frail elders or those with dementia; also provides family respite	
• Unduplicated clients served	130
• Hours of service provided	41,195
Transportation	
Transportation provided by Broome Transit: OFA Mini Bus, BC Country, BC Lift	
• Unduplicated clients	554
• One-way trips	22,558

Volunteers Make It Happen

The Office for Aging relies on hundreds of volunteers to deliver programs and services to Broome County seniors and caregivers. A total of 54,990 hours were volunteered in 2015.

Senior Centers: 19,689 hours

Volunteers in the eight senior centers have a variety of responsibilities from welcoming guests, serving food, organizing special events, leading exercise programs, teaching craft and quilting classes, and educating and informing their peers through the Positive Aging Program and others.



Home Delivered Meals: 22,426 hours

Two-person teams of volunteers deliver meals to the homebound.

Tax Counseling for the Elderly: 6,260 hours

Volunteers working with the AARP Foundation Tax Aide Program help low-income and elderly tax payers with their annual income tax returns.

Shopping Service: 1,104 hours

Volunteers working for the American Red Cross—Southern Tier Chapter make weekly grocery shopping trips for the homebound.

Health Insurance Information, Counseling, and Assistance Program: 1,263 hours

Volunteers working with Action for Older Persons, Inc. provide unbiased and confidential one-on-one counseling to seniors faced with difficult health insurance choices.

Yesteryears: 2,310 hours

Volunteers help enhance the experience for social adult day care participants.



Senior Games: 308 hours

Volunteers organize and run the many events of the annual Broome County Senior Games. Close to 600 people participated in the games.

Help in the office: 1,364 hours

Volunteers assist with office operations in a variety of ways; for example, preparing donation envelopes, conducting surveys, and logging in HEAP applications.



Advisors: 266 hours

Volunteers serve on the Office for Aging Advisory Council, the Foster Grandparent Program Advisory Council, the Meals on Wheels Steering Committee and the Senior Center Steering Committee. Their input helps guide the way services are delivered.

Client Satisfaction

An email from a Caregiver:

“Just wanted to follow up with you and express my thanks for your help last week! I was able to review the information you sent to me before my Dad actually got home from the hospital, and I had a much clearer picture of what some options were and what else was available based on our conversation.”

A *Senior News* Subscriber:

“It is such a joy and pleasure to receive the *Senior News* monthly, and I truly appreciate the effort, diligence, professionalism and caring that goes into your work each month. I hope to be reading this for many years to come. Many thanks!”

A ‘Six Steps to Better Balance’ participant:

“Very impressed with the classes and was quite skeptical at first, but I definitely feel the classes and practicing has helped my balance.”

A Home Delivered Meals recipient:

“Thanks to all of you who work so hard to give us nice meals – and thanks to all the volunteers who deliver the meals.”

Letter from a HEAP recipient:

“No matter what, you are always willing to help me with questions from one year to the next, and never get upset, annoyed or frustrated with me. The help you give me is always appreciated and it’s a blessing to know such a good person as you.”

A HIICAP education session participant:

“I cannot think of a way to improve your service. [Our counselor] was very objective and explained a number of options to us.”

Yesteryears program:

A daughter wrote, “Thank you so much for the socialization and companionship you all provided for our mother. She truly enjoyed her time in the day program.”

A Foster Grandparent:

“This program has meant everything to me. Working with the children every day is a blessing. They make me smile and make me feel happy and so needed, even on my worst day. I know I am supposed to be here to help the children but I feel like they have helped me more. Their smiles, hugs, and ‘I love you, grandma’ has given my life happiness.”

A participant in our ‘Fiber Fuel’ Nutrition Education Program:

“First time at the senior center – I met some lovely people and [had] great interactions.”

Daughter of an IHSU recipient:

“Thank you so much for granting us an additional day for assistance for my mom. It’s very comforting and reassuring to have a competent aide with my folks, especially when I’m not available.”

Information & Assistance recipient:

“I want to thank you for this guide [our Housing Guide] as it is helping me to get out of an unsafe environment. I’m thankful you have gone to such efforts to create this.”

A Senior Center participant:

“The staff at the Northern Broome Senior Center is absolutely the best and very qualified for their jobs. The ideas they have for activities for us are really very clever and a lot of fun for us to look forward to each week.”

Contract Agencies

Action for Older Persons, Inc.	Jeanne Straccuzzi, Registered Dietitian
American Red Cross	Johnson City Senior Community Center
Southern Tier Chapter	Legal Aid Society of Mid-New York
Broome County Central Food	Project H.E.A.R.
Nutrition Services	Retired Senior Volunteer Program
Broome Transit	Southern Tier Independence Center
Catholic Charities	Stafkings
GTL Link to Life	The Family and Children's Society of
Homemakers of Broome (Caregivers)	Broome County, Inc.
Ideal Senior Living Center	Willow Point Nursing Home
Interim Health Care Systems	

Advisory Council Membership

Broome County Office for Aging Advisory Council

Henry Ausby	Barbara Furch	Karen McMullen
Cindy Burger	Kathy Imm-Banovic	Harold Snopek
Kathy Cramer	Pam Klesse	Judy Snyder
Michael Danaher	Bill Knecht	Bill Tomic
Saraan Delafield	Patricia Macumber	

Foster Grandparent Advisory Council

Don Bennett	Peter Fuerst	Jim Pittsley
Millie Crandall	Deb Kerins	Carol Schmidt
Ron Dillingham	Tim McMullin	

Senior Center Steering Committee

Ruth Butts	Nancy Leitner	Russell Wanchisen
Joan Ebert	Edward Mack	Gene Wincek
Virginia Haugen	Mary Maricle	Eva Wincek
Leslie Hiemstra	Donna Tangora	
Pat Kolesar	Mariam Tenney	