

Broome County
**Office for
Aging** 

...bringing seniors and services together

**Annual
Report
2013**

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

May 30, 2014

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 2013. The report details the many ways the Office for Aging served our growing senior community last year.

During 2013, the Office for Aging provided services and benefits for 11,305 individuals; of these, 9,754 were age 60 or older. 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 Senior Resource Line which handled 8,390 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 262,000 meals at senior centers and to homebound individuals. Over 16,800 hours of personal care helped people remain in their homes.

The total budget for the year was \$5,270,230; this is a 3.2% decrease from the previous year. State funding for three major programs remained unchanged from 2012 and a few smaller funding sources were discontinued. Funding from the Older Americans Act was reduced slightly over previous years due to sequestration. Client contributions and direct billing continued to play a major role in maintaining programs; they represented 13.3% of the total operating budget.

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

Highlights

We Celebrated 40 Years (1974-2013) of Older Adults Staying Informed, Healthy and Connected

Healthier Menus- Year 2 Update

The Office for Aging continued its second year of the Sodium Reduction Initiative. This was funded by a grant from the New York State Department of Health and the Centers for Disease Control. The sodium content of our meals has been reduced by approximately 20% over a two year period. Meal satisfaction surveys indicate that consumers remain very satisfied with the taste of the meals being served. The Office for Aging continues to post the sodium and caloric content of its menu items on the Broome County web site. Many individuals have reported that this posting is important in helping them make healthier decisions about their diet.

Senior Center Usage and Planning

The Office for Aging conducted a senior center usage study in the spring and fall of 2013 which showed that 38% of senior center participants do not come to the centers for meals, but for activities only. This provides evidence that planning meaningful and enjoyable activities at senior centers is important in meeting the needs of the population. Ongoing programming at the senior centers includes numerous health, wellness, and educational opportunities designed to keep people healthy, informed, and integrated in the community.



Reaching out to our Partners

OFA distributed new promotional/educational materials about financial benefits, caregiver support, and health & wellness services to medical offices, banks and law offices. The fact sheets were designed to assist professionals in better serving their clients and also to promote awareness of services available through the Office for Aging. These materials also allowed us to present our new logo to the community and helped promote our website and Facebook page.

Elder Abuse

The Office for Aging worked with the Broome County Department of Social Services Protective Services for Adults Program (PSA). With referrals increasing 55% in 2013, we trained more staff to assist with these important cases. Office for Aging staff members continue to serve on local committees to help prevent elder abuse. We work with other agencies to identify services that help prevent the abuse of at-risk seniors.

Seniors in Broome County

The 2010 Census shows 200,600 people living in Broome County; out of this total, 44,485 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 – 2013**

Age	2010 Census	Known Served 2013	Percent of this Age Group Served
60+	44,485	9,745	22%
75+	17,176	5,147	30%
85+	5,637	2,130	38%

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 - 2013

Targeted Population	Percent of 60+ population in 2010 census	Percent of 60+ population served by OFA in 2013
Women	57%	66%
Minorities	3.96%	3%
Low-income (100% Poverty)	Undetermined*	8%
Live alone	29%	44%

2013 Federal Poverty Guidelines*

SIZE OF HOUSEHOLD	100% POVERTY	150% POVERTY
1	\$11,490	\$17,235
2	\$15,510	\$23,265
3	\$19,530	\$29,295

*2013 Health and Human Services Guidelines as published in
Federal Register Vol. 78, No. 16, January 24, 2013

Cost of Service Delivery by Category

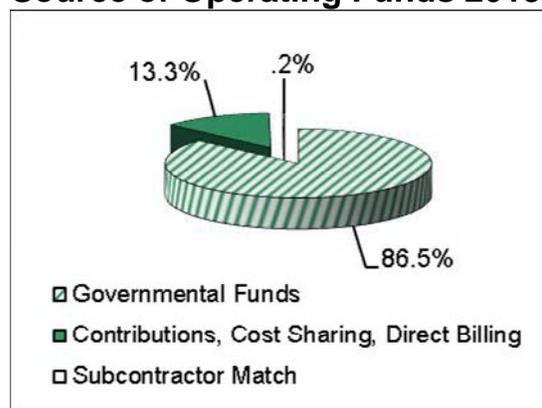
Access Programs	
Caregiver Services	\$142,246
Information and Assistance: <i>Senior News</i>	\$26,891
Information and Assistance: Senior Resource Line	\$421,439
Total	\$590,576

Benefit Programs	
Foster Grandparent Program	\$265,150
Home Energy Assistance Program (HEAP)	\$80,201
Senior Helpers Program	\$20,057
Total	\$365,408

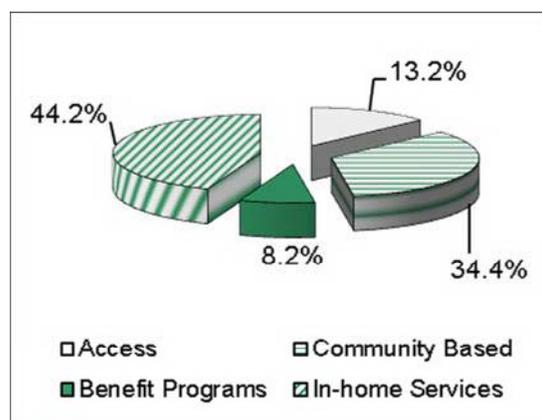
Community Based Services	
Health and Wellness Programs	\$130,500
Health Insurance, Information, and Counseling Assistance Program (HIICAP)	\$35,568
Legal Services	\$25,210
Senior Center Meal Program	\$908,927
Social Adult Day Care Program	\$232,608
Transportation Program	\$202,166
Total	\$1,534,979

In Home Services	
Caregiver Services: In Home Respite	\$10,494
Home Delivered Meals Program	\$1,001,500
IHS: Case Management	\$518,775
IHS: Consumer Directed Services	\$73,536
IHS: PERS Units	\$23,330
IHS: Personal Care/Chore	\$306,411
IHS: Shopper Program	\$33,864
Mental Health Counseling	\$6,738
Total	\$1,974,648

Source of Operating Funds 2013



Service Expenditures 2013



Services Provided

Caregiver Services	
Information, training, consultation, respite, and support for caregivers to the elderly	
• Unduplicated caregivers served	569
• Participants in caregiver training	437
• Respite hours	6,719
Foster Grandparent Program	
Volunteers work with special needs children	
• Unduplicated number of Foster Grandparents	66
• Hours of service provided by the Foster Grandparents	54,529
• Stipend dollars delivered to low-income volunteers	\$144,501.85
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	21,772
• Number of recreation/education activities offered	5,811
• Participants in nutrition education classes	5,128
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	1,089
• Estimated (annual) dollar savings	\$579,491
• Participants in HIICAP educational programs	1,200
Home Delivered Meals	
Healthy meals delivered to the homebound	
• Unduplicated clients served	654
• Number of meals provided	176,874
• Average number of clients per day	316
Home Energy Assistance Program	
Certification of low-income seniors for help with energy expenses	
• Applications certified for a benefit	1,997
• Total benefits awarded to low-income households	\$867,699
In-Home Services Unit	
In-home assessment, homemaker and personal care services, shopping and Personal Emergency Response services for the homebound	
• Unduplicated clients served	982
• Personal care and chore hours	16,806
• Case management hours	6,350
• Shopper Program: unduplicated clients served	44
• Shopper Program: one way shopping trips	1,369
• PERS Units: Unduplicated clients served	91

Information and Assistance/Senior Resource Line	
Central source of accurate, up-to-date information about benefits, programs and services for seniors and caregivers	
• Unduplicated clients	4,019
• Information and assistance contacts	2,509
• Referrals	4,377
• Average monthly copies of Senior News distributed	7,462
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	214
• Hours of service	455
Mental Health Services	
Telephone resource and referral, in-home assessments and counseling provided through the HOME Program	
• HOME Program unduplicated clients	165
Senior Centers	
Ten sites offering socialization, nutritious meals, wellness activities, and assistance.	
• Unduplicated participants	3,176
• Meals provided	86,123
Senior Helpers Program	
Employment referral service matching older workers to private for in-home jobs	
• Number of successful job matches	893
• Unduplicated employers who hired a Senior Helper	652
• Unduplicated Senior Helpers matched to a job	218
Social Adult Day Program	
Socialization for frail elders or those with dementia; also provides family respite	
• Unduplicated clients served	127
• Hours of service provided	39,126
Transportation	
Transportation provided by Broome Transit: OFA Mini Bus, BC Country, BC Lift	
• Unduplicated clients	485
• One-way trips	22,774

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 53,972 hours were volunteered in 2013.



Senior Centers: 22,958 hours

Volunteers in the nine 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: 21,074 hours

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



Tax Counseling for the Elderly: 6,000 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: 1,004 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: 1,103 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: 847 hours

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

Senior Games: 399 hours

Volunteers organize and run the many events of the annual Broome County Senior Games.



Help in the office: 356 hours

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

Advisors: 231 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

A Caregiver Support Group member:

Thank you very much for all of your help and everyone at the Office for Aging, Bless You!

The husband of a Yesteryears participant:

You can and should be proud of what you provide. Your program helped me tremendously and for that I am ever grateful. You have given me more time to spend with my wife.

A Home Delivered Meals recipient:

Mere words cannot fully convey my gratitude for the agency, the delivery people, the ladies in the office and the food.

A HEAP recipient:

I just wanted to tell you that I really, really appreciate the assistance you gave me.

A HIICAP education session participant:

I just wanted to let you know what a TREMENDOUS help your office is!

A Stepping-On participant:

After suffering a stroke Harry found that using the stairs was a difficult task. The Stepping On therapist explained what he needed to do to make his stairs less of a hazard. Harry had a second handrail installed and says his double handrails have allowed him to use his stairs again.

Daughter of a personal care recipient:

A quick note to say Thank You! The personal care aide for my Mom is nice, helpful and a real asset to your program.

The spouse of a Yesteryears participant:

Yesteryears brings happiness and laughter to most and gives individuals a sense of independence.

Senior Resource Line recipient:

I appreciate working with your agency, and please know that it is so heartwarming to reach out to professionals who really care about the elderly in their community.

A recipient of the Caregiver Program:

You have wonderful programs for caregivers. I wish I knew about these earlier while I was caring for my mother.

Information & Assistance recipient:

After receiving assistance from an I & A caseworker, one gentleman stated, "I tell you, we have some wonderful services for seniors here in Broome County!"

The daughter of a Yesteryears participant:

I am so thankful for this program. The staff is very caring and compassionate. My father loves to socialize and get out of the house. Yesteryears allows for this opportunity and I can't say thank you enough.

A Senior Center participant:

The programs are wonderful, the meals are great and the price is very reasonable. At a diner or restaurant you would have to pay much more for the same great food. We all need to bring a friend or family member to the center.

A Senior Helper employer:

Thank goodness for a wonderful organization like yours! What a help they are to our community-the Senior Helper came and fixed our windows and our door. He was wonderful! We will be using your people to help do more repairs as we need them. We really appreciate your help.

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	Metro Interfaith Housing Corporation
Nutrition Services	Project H.E.A.R.
Broome Transit	Retired Senior Volunteer Program
Catholic Charities	Southern Tier Independence Center
GTL Link to Life	Stafkings
Homemakers of Broome (Caregivers)	The Family and Children's Society of
Ideal Senior Living Center	Broome County, Inc.
Interim Health Care Systems	Willow Point Nursing Home

Advisory Council Membership

Broome County Office for Aging Advisory Council

Henry Ausby	Saraan Delafield	Elsie Logan
Cindy Burger	Barbara Furch	Patricia Macumber
John Choynowski	Kathy Imm-Banovic	Karen McMullen
Kathy Cramer	Terry Joggerst	Harold Snopek
Michael Danaher	Pam Klesse	Bill Tomic

Foster Grandparent Advisory Council

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

Senior Center Steering Committee

Ann Allen	Virginia Haugen	Mariam Tenney
George Allen	Leslie Hiemstra	Ron Tenney
Joann Birmingham	Nancy Leitner	Russell Wanchisen
Ruth Butts	Edward Mack	Gene Wincek
Victoria Cempa	Mary Maricle	Eva Wincek
Sharon Ely	Donna Tangora	