

Broome County
**Office for
Aging** 

...bringing seniors and services together

**Annual
Report
2014**

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

June 22, 2015

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 2014. The report details the many ways the Office for Aging served our growing senior community last year.

During 2014, the Office for Aging provided services and benefits for 9,593 individuals; of these, 1,143 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 Senior Resource Line which handled 11,497 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 258,000 meals at senior centers and to homebound individuals. Over 18,530 hours of personal care helped individuals remain safely in their homes.

The total budget for the year was \$5,530,163; this was an increase from the previous year. State funding for two major programs remained unchanged, and a third had a slight increase from 2013 levels. Funding from the Older Americans Act programs was virtually unchanged from the previous year. A new one-time funding source, the Balancing Incentive Program, or BIP, was received in the fourth quarter to expand and enhance our intake system. Client contributions and direct billing continued to play a major role in maintaining programs; they represented 15.4% 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

2014 Program Highlights

Keeping You Informed, Healthy and Connected

Improving Physical Health

The Office for Aging provided a new evidence-based falls prevention exercise program to local seniors called Tai Chi for Arthritis. This program was possible, in part, due to a partnership with the Broome County Health Department. We continue to work on providing evidence-based programs within Broome County to assist individuals in remaining safe in their homes and within the community.

Elder Abuse

The Office for Aging continued to work with the Broome County Department of Social Services Protective Services for Adults Program (PSA). Community referrals to this program increased by 37% in 2014. To address this increase, our office continues to train more staff members to assist with these important cases. Several Office for Aging staff members also serve on local committees dedicated to preventing elder abuse. Going forward we will continue to work with other agencies to identify services that prevent the abuse of at-risk elders.



Working with Community Partners

OFA began working with SUNY Broome in a joint venture, “Bridging the Digital Divide”. This program has been a success in several of our senior centers. SUNY Broome students volunteer their time and knowledge; hardware and software are also being provided. With the help of these students, seniors are learning how to use computers to access various sites, such as Facebook, the World Wide Web and other software programs.

Senior Centers: Updated Planning

The Office for Aging conducted a community survey in the summer of 2014. This survey shows that more senior center participants come to the centers for activities only; this number continues to increase as the population changes. This information will assist us in planning the upcoming 4 years of service for seniors in our community. Ongoing programming at the senior centers includes numerous health, wellness, and educational opportunities designed to keep people healthy, informed, and integrated in the community. We will strive to provide innovative programming for the future.

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 – 2014

Age	2010 Census	Known Served 2014	Percent of this Age Group Served
60+	44,485	9,593	22%
75+	17,176	4,934	29%
85+	5,637	2,043	36%

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 - 2014

Targeted Population	Percent of 60+ population in 2010 census	Percent of 60+ population served by OFA in 2014
Women	57%	65%
Minorities	4%	4%
Low-income (100% Poverty)	Undetermined*	10%
Live alone	29%	43%

2014 Federal Poverty Guidelines*

SIZE OF HOUSEHOLD	100% POVERTY	150% POVERTY
1	\$11,670	\$17,505
2	\$15,730	\$23,595
3	\$19,790	\$29,685

*2014 Health and Human Services Guidelines as published in
Federal Register Vol. 79, No. 14, January 22, 2014

Cost of Service Delivery by Category

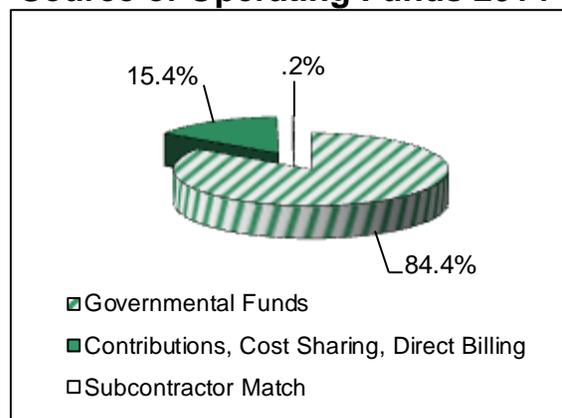
Access Programs	
Caregiver Services	\$141,689
Information and Assistance: <i>Senior News</i>	\$28,293
Information and Assistance: Senior Resource Line	\$445,655
Total	\$615,637

Benefit Programs	
Foster Grandparent Program	\$263,874
Home Energy Assistance Program (HEAP)	\$51,240
Senior Helpers Program	\$23,058
Total	\$338,172

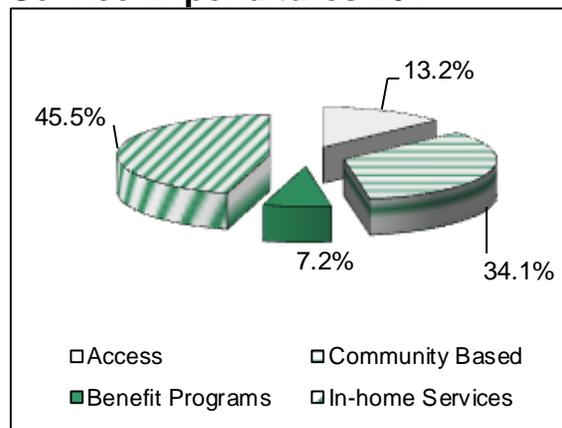
Community Based Services	
Health and Wellness Programs	\$133,516
Health Insurance, Information, and Counseling Assistance Program (HIICAP)	\$48,588
Legal Services	\$25,172
Senior Center Meal Program	\$927,334
Social Adult Day Care Program	\$257,258
Transportation Program	\$204,227
Total	\$1,596,095

In Home Services	
Caregiver Services: In Home Respite	\$9,506
Home Delivered Meals Program	\$1,163,524
IHS: Case Management	\$500,509
IHS: Consumer Directed Services	\$71,933
IHS: PERS Units	\$22,782
IHS: Personal Care/Chore	\$324,303
IHS: Shopper Program	\$33,864
Total	\$2,126,421

Source of Operating Funds 2014



Service Expenditures 2014



Services Provided

Caregiver Services	
Information, training, consultation, respite, and support for caregivers to the elderly	
• Unduplicated caregivers served	610
• Participants in caregiver training	319
• Respite hours	4,882
Foster Grandparent Program	
Volunteers work with special needs children	
• Unduplicated number of Foster Grandparents	64
• 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	19,624
• Number of recreation/education activities offered	6,208
• Participants in nutrition education classes	5,599
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	1,247
• Estimated (annual) dollar savings	\$1,211,097
• Participants in HIICAP educational programs	63
Home Delivered Meals	
Healthy meals delivered to the homebound	
• Unduplicated clients served	651
• Number of meals provided	176,118
• Average number of clients per day	314
Home Energy Assistance Program	
Certification of low-income seniors for help with energy expenses	
• Applications certified for a benefit	2,219
• Total benefits awarded to low-income households	\$861,415
In-Home Services Unit	
In-home assessment, homemaker and personal care services, shopping and Personal Emergency Response services for the homebound	
• Unduplicated clients served	1,051
• Personal care and chore hours	18,530
• Case management hours	5,414
• Shopper Program: unduplicated clients served	44
• Shopper Program: one way shopping trips	1,431
• PERS Units: Unduplicated clients served	95

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	4,277
• Information and assistance contacts	11,497
• Referrals	5,027
• Average monthly copies of Senior News distributed	7,200
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	202
• Hours of service	387
Senior Centers	
Nine sites offering socialization, nutritious meals, wellness activities, and assistance.	
• Unduplicated participants	2,756
• Meals provided	81,896
Senior Helpers Program	
Employment referral service matching older workers to private for in-home jobs	
• Number of successful job matches	850
• Unduplicated employers who hired a Senior Helper	640
• Unduplicated Senior Helpers matched to a job	192
Social Adult Day Program	
Socialization for frail elders or those with dementia; also provides family respite	
• Unduplicated clients served	119
• Hours of service provided	41,656
Transportation	
Transportation provided by Broome Transit: OFA Mini Bus, BC Country, BC Lift	
• Unduplicated clients	517
• One-way trips	22,684

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 52,518 hours were volunteered in 2014.



Senior Centers: 19,941 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: 22,436 hours

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



Tax Counseling for the Elderly: 4,201 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: 1,200 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: 965 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: 1,811 hours

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



Senior Games: 441 hours

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

Help in the office: 1,302 hours

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



Advisors: 221 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 recipient of the Caregiver Program:

“I want to let you know how much it meant to me to talk with you...I am very relieved...you are such a big help....Thank you very much.”

A Walk-with-Ease participant:

When Margaret joined the program she really didn't have the physical ability or mental desire to be physically active. She thought this might help her. She began walking in her basement with her walker because the weather was too cold outside and she was not confident to walk in public. After that she asked “would it be cheating if I went to Wegman's and walked around pushing a cart?” Of course not. This is what she did for the remainder of the program. At the ending session Margaret said that this class gave her the confidence to get started and she plans to continue on her walking journey!

A Senior Helper employer:

“Senior Helper's is a life saver! I am very grateful for the workers and the service they provide.” *Kathy, daughter/caregiver to her mother who has Alzheimer'*

A Home Delivered Meals recipient:

Esther writes: “The food is downright delicious, as good as restaurant or home prepared meals.”

A HEAP recipient:

“Thank you from the bottom of my heart for all you did to help us get fuel. We don't know what we would have done.”

A HIICAP education session participant:

Sally said, “This service is excellent. Second time we have been here and staff is wonderful.”

Yesteryears program:

A daughter wrote, “I am so grateful for this program and feel blessed for my mother and myself that it is available.”

A Senior Helper employer:

“I never knew a program like this existed. What a great service, not only for the client but the workers too.” (hired Sr. Helper to drive her husband who had a stroke)

A Nutrition Education Presentation recipient:

“I need to reduce sodium because of high blood pressure. This presentation was very helpful and timely, thank you for answering my questions about the amount of sodium we should have and how to read the label.”

A Home Delivered Meals recipient: William writes, “I don't want to be overly dramatic and say that Meals on Wheels saved my life, but it certainly made it healthier and more enjoyable.”

Red Cross Shopper recipient:

“My Shopper is so helpful. I enjoy her visit and appreciate her help.”

A recipient of the Caregiver Program:

“I appreciate you taking the time to think about options for my Mother as well as gathering all of this information.”

Information & Assistance recipient:

After receiving assistance from an I & A caseworker, one gentleman stated, “I want to thank you - every time I run into problems with services I always call you to help me and you do.”

A Senior Center participant: A senior center participant writes, “The senior centers help us live better. I am very glad the center is here. I come to the center because I am on a limited income and I can be more social.”

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

Foster Grandparent Advisory Council

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

Senior Center Steering Committee

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