



Broome County Office for Aging

. . .bringing seniors and services together

**Annual
Report
2005**

Broome County Office for Aging

Barbara J. Fiala, Broome County Executive • Kathleen Bunnell, Director



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April 10, 2006

Barbara J. Fiala
Broome County Executive
Edwin L. Crawford County Office Building
Binghamton, NY 13901

Dear Ms. Fiala:

I am pleased to submit to you the 2005 Office for Aging Annual Report. This report details the many ways that OFA served our rapidly growing senior community last year.

As the 2000 Census demonstrated, one in five Broome County residents is a senior. The findings also revealed that while Broome County experienced a population decline during the 1990s, the number of people age 75 and older increased. While significant increases occurred in the number of residents age 75 – 84, the age 85+ cohort experienced a greater rate of growth than any other age group. Seniors age 75 and older are those most likely to access services and benefits through the Office for Aging.

During 2005, the Office for Aging provided services and benefits for an identified 16,926 seniors and caregivers, with 69% of those served being age 75 older. In addition, OFA had 4,396 contacts with unidentified seniors and caregivers. While the number of Broome County residents using our services continues to climb, the growing demand for a number of our critical services tells a dramatic story.

Perhaps no program is as cost-effective and successful in keeping seniors in their homes as Meals on Wheels. In 2005, OFA delivered 206,122 meals, more than in any previous year. For the last few years we have managed to meet the growing demand for meals, making any changes we could to accommodate the need. This past year, demand soared to the point where we had to initiate a waiting list for seniors coming into the program.

We've also experienced a flood of referrals for seniors seeking an assessment for in-home care. New referrals increased by over 72% from the previous year. In 2005, increased EISEP allocations allowed OFA to provide home care services to 410 unduplicated seniors. This was 92 more elders than we served in 2004. However, even with an influx of additional state money, our funds were not sufficient to keep up with requests for assistance.

When asked what they need to help them continue caregiving, caregivers consistently mention respite. One way that OFA provides respite is through the Yesteryears Social Adult Day Program. Yesteryears supplied 43,381 hours of respite last year, a 9% increase from 2004. Yesteryears ran at full capacity for 90% of the days in 2005.

Operating hours were also expanded. Yet, the program cannot meet all the need. There is now a waiting list for caregivers needing this service.

Besides these critical programs, OFA sponsors a diverse array of services that are also designed to promote independence. Central to this effort is our Information and Assistance service that handled requests for help from 8,926 seniors and caregivers last year. The Senior Resource Line serves as the backbone of the OFA Information and Assistance system and handled 11,595 calls from people seeking help in linking to services and benefits.

Office for Aging community-based services include the senior centers, which served 120,345 meals last year, and the Home Repair Program, which provided repairs to 31 low income households. Our benefit programs like HEAP awarded \$674,805 to help seniors and disabled individuals pay their skyrocketing energy costs, more money than awarded in any previous year. OFA also offers in-home programs such as the Shopper Program, which provided 4,056 shopping trips for homebound seniors.

Over the course of the year, OFA served as the sponsoring agency in the Aging Futures Partnership, a coalition of 55 agencies, businesses and concerned individuals. With the funding of a prestigious Robert Wood Johnson Foundation grant, OFA served with the Partnership to implement a program to link caregivers of recently hospitalized seniors to services, and a campaign to connect isolated seniors to the community. Each of these efforts will serve to improve the health of elderly individuals living in Broome County.

The accomplishments of the Office for Aging are a result of the proud work of a dedicated staff, the commitment of our contract agencies, and the enthusiasm of numerous volunteers. With the 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 to be prepared.

Sincerely,

A handwritten signature in cursive script that reads "Kathleen Bunnell".

Kathleen Bunnell
Director

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Broome County Office for Aging Directory

Main Office

44 Hawley Street

Binghamton, NY 13901

(607) 778-2411

Adult Day Care – *Yesteryears*

Binghamton

778-2946

Endwell

785-0494

Meals on Wheels

Binghamton

778-6205

Chenango Bridge

648-4571

Conklin/Kirkwood

343-4396

Harpursville

693-2069

Whitney Point

692-2653

Senior Centers

Deposit

467-3953

East Side, Binghamton

723-4292

Endwell

785-3427

First Ward, Binghamton

729-6214

Harpursville

693-2069

Johnson City

797-3145

North Shore Towers, Binghamton

772-6214

Oak Street, Binghamton

724-1220

Vestal

754-9596

Whitney Point

692-3405

Services and Programs

The services, programs, community planning and coordination efforts of the Office for Aging fall into four categories; Access Services, Benefit Programs, Community Based Services, and In-home Services.

Access Services

Access Services provide information and assistance to older persons and their families. These services are an entry point where a person's needs are identified and evaluated. Staff may provide the needed information or refer people to appropriate services. Education and current information is also provided through the *Senior News*, our monthly newspaper. The services are:

- ✓ Caregiver Counseling and Support
- ✓ Senior Resource Line
- ✓ Information and Assistance

Benefit Programs

Benefit Programs provide eligible older persons with direct financial benefits. The programs are:

- ✓ Foster Grandparent Program (FGP)
- ✓ Gaining Resources for Older Workers (GROW)
- ✓ Home Energy Assistance Program (HEAP)
- ✓ Senior Community Service Employment Program (SCSEP)

Community Based Services

Community Based Services provide a range of programs outside of the home. They are utilized by both well, active seniors and those who are frail, but not homebound. The services are:

- ✓ Elder Abuse Outreach Program
- ✓ Health and Wellness Program
- ✓ Health Insurance Information, Counseling and Assistance Program (HIICAP)
- ✓ Home Repair Program
- ✓ Legal Services
- ✓ Long Term Care Ombudsman Program (LTCOP)
- ✓ Senior Community Centers
- ✓ Social Adult Day Care
- ✓ Transportation
- ✓ Volunteer Program
- ✓ Weatherization Referral, Assistance and Packaging Program (WRAP)

In-home Services

In-home Services provides support to older persons living in their own homes. Recipients of In-home Services are usually homebound or have significant barriers to moving about the community. The services are:

- ✓ Expanded In-home Services for the Elderly (EISEP)
- ✓ Home Delivered Meals
- ✓ Mental Health Counseling
- ✓ Respite Services
- ✓ Shopper Services

Broome County Office for Aging

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 of 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 and under the Older Americans Act, and in state law under the New York State Community Services for the Elderly Act and the Expanded In-home Services for the Elderly Program (EISEP). Other program requirements come from the U.S. Department of Agriculture, Federal / NYS Department of Social Services, and the NYS Department of Health.

Agency Profile

The Broome County Office for Aging is a non-profit government regulated agency and one of 59 Area Agencies on Aging in New York State. The agency is dedicated to being a focal point for information, advocacy and coordination of aging services. The community is served directly by the agency, as well as through contractual agreements with 20 community agencies, and coordination with other service providers. Through several locations and 23 programs, the Office for Aging provided services to the senior citizens and caregivers of Broome County in 2004.

The agency serves as a strong advocate for senior citizens. The staff of 41 full-time and 28 part-time employees is involved with numerous community agencies in board membership or advisory capacity. The staff participated in statewide initiatives concerned with performance outcome measurement, caregiver initiatives and community-based services. Representation at the local and state level helps to assure community awareness and provides support for solutions to issues faced by our elder population and their caregivers.

Planning and Administration of a Coordinated Service System

Office for Aging services are designed to help seniors retain their independence by ensuring that they are able to access needed information, benefits and services. OFA may directly provide a senior with a needed service or may supply the necessary link to a benefit or program offered by another agency. For those seniors with more intensive needs, OFA staff guides and assists them in connecting with needed programs.

Accomplishments

During 2005, the Office for Aging provided services and benefits to an identifiable 16,926 seniors and caregivers. Nearly one-third of these clients were people who were new to OFA services. Over the course of the year, OFA also had an additional 4,396 contacts with unidentified seniors and caregivers. The majority of these individuals received information from the Office for Aging that will allow them to link to community services and assist an older adult to remain independent.

OFA strives to ensure that supports are in place for the frailest and most vulnerable members of the community. In 2005, over 69% of those served by OFA were 75 years of age or older, and more than 33% were age 85 or older. These eldest of the

elderly are the people who are most in need of community support. By providing a comprehensive mix of in-home and community-based services, OFA works to maintain the health and wellness of all seniors, while assisting those with chronic conditions and functional limitations.

Home delivered meals are one of the most inexpensive ways to help functionally impaired elders stay in their homes. OFA continues to respond to the growing demand for home delivered meals. In 2005, the agency delivered over 206,000 meals, more than in any previous year. This need has been met without any additional staff or labor hours.

The number of people age 75 or older is growing. This population is more likely to need in-home services. All throughout 2005, the In-home Services Unit strove to meet significant increases in the demand for assessments and home care services. New referrals increased by 72.5% over the previous year. Helping to meet the demand was an infusion of new state monies into the Expanded In-home Services for the Elderly Program (EISEP). The money allowed OFA to provide home care services to 410 unduplicated seniors. This was 92 more elders than were served in 2004.

More and more, caregivers are looking for respite options that provide their loved one with a meaningful experience. One option is social adult day care. OFA is experiencing a tremendous surge of demand in our adult day program. The Yesteryears Social Adult Day Care Program delivered 43,381 hours of service and operated at full capacity for 90% of days in 2005. A steadily growing need for community respite makes this program helpful to caregivers.

Helping seniors manage and understand complex issues is an ongoing challenge for OFA. During 2005, OFA's ability to help seniors deal with complicated issues was tested by changes in Medicare. In the fall, the Senior Resource Line and Information & Assistance staff responded to the introduction of the Medicare Part D prescription drug program. Staff quickly became educated on the various components of the benefit. OFA partnered with Action for Older Persons and the Centers for Medicare and Medicaid Services to educate seniors about Part D.

Heating one's home continues to grow more costly. In response, the 2004 – 2005 HEAP season saw a 94% increase in benefits awarded to seniors over the prior year. A total of \$674,805 in benefits was allocated to seniors in 2004 – 2005. These benefits helped low-income seniors manage their budgets by providing assistance in paying for escalating heating costs.

OFA staff members are always alert for emerging trends and surfacing needs among seniors and caregivers. The Senior Resource Line and Information & Assistance staff reports that they are assisting more clients with complex problems, mental health issues and in increasing financial need. They are also assisting clients who lack support systems and need help with tasks that a family member usually performs. These seniors need in-depth and, at times, ongoing assistance.

Seniors who do not drive need to be able to get to their doctor, the grocery store, their pharmacy and to senior centers. In 2005, seniors took nearly 25,000 one-way trips through OFA-funded transportation services. Over 50% of the riders were age

80 or older. The age of the riders indicates that OFA is meeting its goal of supplying transportation services to frail and vulnerable elders.

As the senior population changes, service providers need to find new ways to meet their needs. OFA's Caregiver Services received an award from the International Council on Active Aging for being "one of North America's five most innovative active aging programs," for both Men Making Meals and Tips for the Late-Blooming Handywoman. Each of these programs continues to be filled to capacity and receive high reviews from participants.

In 2005, Caregiver Services partnered with Aging Futures, Lourdes and UHS hospitals to launch the Return to Home Program. Through this program, people caring for a senior are put in touch with supportive services upon, or shortly after, a hospital discharge. By reaching caregivers at discharge, service providers hope to establish a link that the caregiver will turn to whenever they need help.

The knowledge that they might fall continually weighs on the mind of the frail elderly. When an isolated elder falls in their home, it is important to get assistance quickly. Last year, the In-home Services Unit started offering Personal Emergency Response Units (PERS) to clients. These devices help ensure the safety of clients who live alone and are at risk for falls. Just by pushing a button, a fallen senior summons help. Another benefit of a PERS unit is that caregivers of the frail elderly also receive an increased sense of security.

One way to stay connected to others is to volunteer. Volunteers dedicated nearly 83,000 hours of service to the Office for Aging in 2005. They delivered meals,

facilitated activities at senior centers and adult day care sites, shopped for the homebound and much, much more. The volunteers performed the work equivalent to 42½ full-time staff persons. OFA depends on these volunteers for the delivery of several services.

Senior centers are places for seniors to gather, learn and have a nutritional lunch. In 2005, seniors were served 120,345 meals at our congregate senior centers. The agency continues to expand the senior center menus offering more breakfast meals, hot entrée choices and salad/sandwich bar medleys. Besides meals, seniors accessed educational, recreational and social activities at the centers.

A few years ago, OFA's nutrition unit developed an innovative team approach to weight loss. They called their inspiration Mission Meltaway. The Mission Meltaway program continues to expand with thirty-one sites hosting the program in 2005. Through a partnership with the Health Department, the program is now offered to adults of all ages. A total of 400 seniors enrolled in the program last year.

There's a saying that "copying is the highest form of flattery." Mission Meltaway received national attention in 2005. The program designed by the Office for Aging Nutrition unit was highlighted at the National Health Summit in Washington D.C. The publicity resulted in a number of calls from other states and counties looking to duplicate the program.

OFA continued its participation in the Performance Outcome Measurement Project (POMP). Partnering with the NYS Office for Aging, OFA conducted outcome surveys for case management, home care

and home delivered meals services. The outcomes include the following:

- ✓ Ninety-six percent said that their case manager gives them enough information to make decisions about the services they receive.
- ✓ Eighty-nine percent said that the services they receive are helping them to stay in their homes longer.
- ✓ Eighty-six percent said that as a result of the services they were receiving, they have the help they need to manage their situation.

When asked what they need, caregivers continually state that they need affordable and accessible respite. Fifty caregiving families received OFA in-home respite services in 2005. Through this service, caregivers are provided with some much-needed time away from the demands of caregiving.

Looking back to the past provides an important perspective as to how integral a service is to its community. Last year, the Office for Aging teamed up with Meals on Wheels of Western Broome to celebrate the 35th anniversary of home delivered meals service in Broome County. This effort promoted volunteerism and support for the programs. Over the years, tens of thousands of seniors have been served by these two programs.

Remaining socially connected helps seniors to stay healthier. Recognizing this, the Office for Aging leant assistance to the Broome County Council of Churches in establishing eight Trust in the Lives of Older Women groups. The groups provide a supportive environment for elderly women to establish social connections. During 2006, groups will be established in several rural regions of the county.

New technologies present opportunities to those with the vision to take advantage of them. During 2005, Caregiver Services established an on-line support group. Now caregivers have the opportunity to post questions at times convenient to them, and check back for the answers later. Caregiver Services staff post answers for all the members to see.

Getting health, benefit, and event information to the elderly presents an ongoing challenge. OFA meets this challenge through the *Senior News*. Through this monthly newspaper, OFA publishes timely information on a variety of topics. The distribution of the *Senior News* grew to 7,900 copies a month in 2005. There has also been an increase in advertisers seeking to reach the senior population through the paper.

Management Information Systems

During 2005, the primary MIS tasks were focused on the installation and customization of a new software system called SAMS. The SAMS system provides a tool for tracking and managing clients. This year saw the first integration of the system into daily operations.

Much time was spent providing training on the SAMS system. A large segment of the agency staff received an overview of SAMS. In-home Services, Information and Assistance and Caregiver Services units all received more in-depth training.

In-home Services staff began using the system to track and manage clients. Part of these tasks included using the computerized assessment form and keeping case notes in SAMS. The staff and MIS met weekly to train, customize the system and troubleshoot problems that they were encountering through their use of the software. Another milestone was achieved when the unit pioneered the recording of assessment information on "pocket PCs." By recording the assessment electronically as it was being conducted, staff were later able to download the information directly into the computer database, thereby saving the need for time consuming data entry.

The Senior Resource Line and Information & Assistance unit staff members also started using the SAMS system. These staff regularly used SAMS to check whether the clients they came in contact with were In-home Services clients. With the files on-line, staff from both units contributed electronic case notes that will

show up the next time the client file is opened.

Also, over the course of the year:

- √ The migration of client level data from the old Viking system to the SAMS database took place for In-home Services, I&A, Congregate and Meals on Wheels.
- √ Staff designed a new bar code readable ID card and completed plans for transitioning senior center users to a redesigned meals reservation system that will use the cards.
- √ The MIS manager began the planning process for implementing the Beacon Information and Referral software.
- √ OFA continued making advances on meeting NAPIS data reporting requirements.

A Profile

Seniors in Broome County and Persons Served by OFA

The 2000 Census established that there are 200,536 people living in Broome County and that 41,542 of these individuals are age 60 and above.¹ Census data thus reveals that 1 in 5 people residing in Broome County are seniors. Elderly individuals make up a higher proportion of the population in Broome County than they do in the state and national populations. Whereby those age 60 and over make up 20.7% of the Broome County population, seniors compose 16.8% of the New York State population and 16.2% of the national population.

Between 1990 and 2000, the Broome County population diminished by 11,624 people, a decline of 5.6%. During this period the number of seniors declined by only 545, a reduction of 1.3%.

Changes in the Broome County Population 1990 - 2000

Year	Number of Residents	Number of Residents Age 60+
1990	212,160	42,087
2000	200,536	41,542
Total Population Loss	-11,624	-545

Source: U.S. Census 2000

While the number of elderly individuals who live within Broome County experienced a small decline over the past decade, seniors make up a larger proportion of the overall county population than they did in 1990. Although the size of the elderly population remained fairly constant from 1990–2000, there were significant shifts within senior age cohorts.

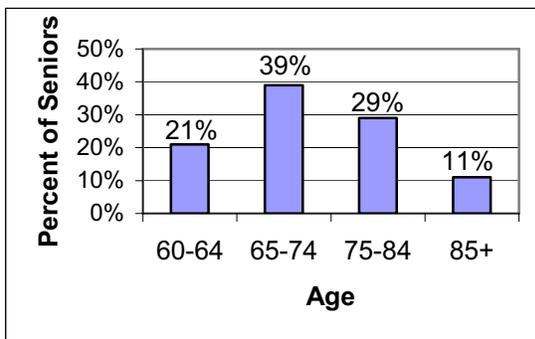
¹ U.S. Department of Commerce. 2001. *Profiles of General Demographic Characteristics: 2000 Census of Population and Housing*.

Broome County Seniors by Age - 1990 & 2000

Age	1990	2000
60 – 64	10,262	8,711
65 – 74	18,024	16,073
75 – 84	10,356	12,182
85+	3,445	4,576

While the number of individuals age 74 and below declined by 3,502, the number of seniors age 75 and older increased by 2,957. Those age 75 and above are more likely to be frail and in need of assistance. Significant growth also occurred within the 85+ cohort. Results from the last census show that there were 1,131 more individuals over the age of 85 than there were in 1990. During this ten-year period, the age 75+ population increased by 21.4%, with a 32.8% increase in those who are over the age of 85.

Broome County Elderly Population ²



- ✓ Those persons age 85 and older comprise 11% of the total Broome County age 60+ population. This exceeds the New York State percentage of 9.7%.

- ✓ Those age 75 and older comprise 40.3% of the total Broome County age 60+ population. This exceeds the New York State percentage of 36.6%.
- ✓ US Department of Health and Human Services data reveals that 30% of those age 65 – 74 faced limitations due to chronic conditions, while 50.2% of those age 75 and above reported chronic conditions do limit their activities.³
- ✓ In 2002, 18% of the vulnerable seniors surveyed by Mathematica Policy Research, Inc. reported a functional limitation.

Services

Services provided through the Broome County Office for Aging and its subcontractors are made available to individuals age 60 and over; a few programs begin at age 55. Certain high-risk populations are given priority. Included in this group are individuals who are: isolated, frail, disabled, minority, low income, low-income minority, and limited English speaking.

Age Data

Client age data is not collected for all OFA programs. By aggregating data from those programs that do collect client characteristics, the following data regarding the age of OFA service users is available.

³ Administration on Aging, U.S. Department of Health and Human Services. 2000. *A Profile of Older Americans: 2000*.

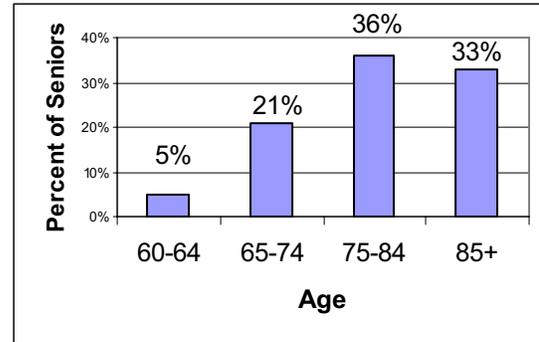
² Ibid.

Seniors Served by OFA in Comparison to County Population - 2005

Age	2000 Census	Known Served 2005	Percent Population Served
60+	41,542	10,733	25.8%
75+	16,758	7,850	46.8%
85+	4,576	3,802	83%

- ✓ In 2005, OFA served 16,926 different seniors and caregivers.
- ✓ The number of OFA clients served in 2005 was 3% higher than the total for 2004.
- ✓ In 2005, OFA served a minimum of 3,802 individuals who were age 85 or older. This represents 83% of the 85+ population.
- ✓ During 2005, OFA served nearly 47% of the Broome County 75+ population..
- ✓ A total of 3,110 individuals of those whose ages are known, were between 70 – 79 years of age.
- ✓ Of the clients with known ages, 1,542 were between the ages of 60 – 69.

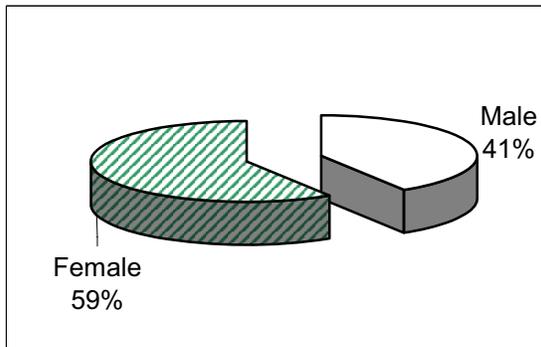
Percent of Known OFA Clients by Age Cohort - 2005



Gender

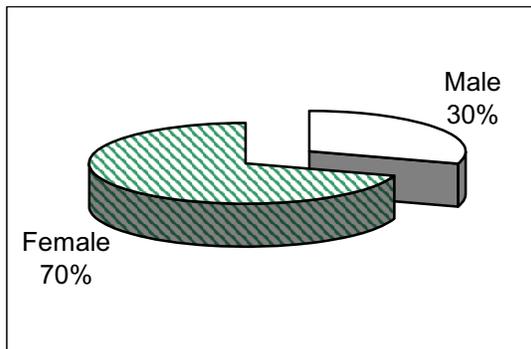
National statistics reveal that elderly women are often more vulnerable in terms of economic and health status, and are more likely to live alone than are elderly men. Therefore, women over 60 would be expected to demonstrate greater economic and social need. Examining the gender of all clients served by the Broome County Office for Aging and its subcontractors in 2005 reveals that nearly 70% of all persons served were female. Elderly females comprise 59% of the senior population, indicating that OFA’s efforts to target senior services to this higher risk group are effective.

Broome County Male / Female Population Age 60+



Source: U.S. Department of Commerce. 2001. Profiles of General Demographic Characteristics: 2000 Census of Population and Housing.

Male / Female Clients Served by OFA - 2005



Source: Broome County Office for Aging Characteristics Data

Minority Status

The 2000 Census figures reveal that minorities in Broome County compose a significantly smaller portion of the senior population (2.5%) than the New York State average of 23.6%. However, the senior population of Broome is becoming increasingly more diverse. A decade ago, only 1.2% of those age 60 or over were a minority. The current number represents a doubling of this population segment. In 2005, 2.4% of the individuals served by OFA were minorities. The age 60 and

over minority population is at high risk of poverty and is more likely to be functionally limited than the same age group in the general population.

Income

The Older American's Act specifically directs local Area Agencies on Aging to target low-income individuals. This directive does not exclude persons with higher incomes from receiving services; it simply means that those with low incomes are more vulnerable and should be given priority. The Office for Aging uses two indicators to gauge how well low-income seniors are being served. The first is a person's income status as a percentage of poverty. The second is the dependence on Social Security as the main source of income.

Poverty Levels of Clients Served - 2005

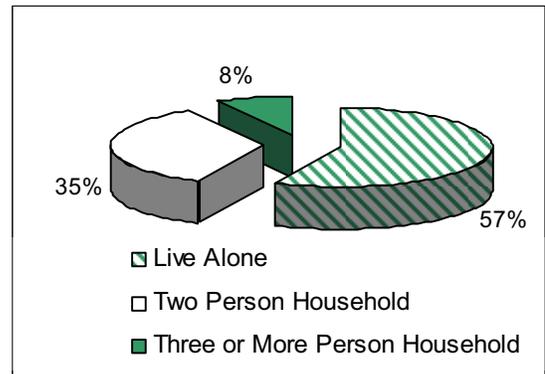
- ✓ Fifteen percent of Broome County's Office for Aging clients have incomes that put them at the poverty level. This exceeds the 6.8% found in the overall Broome County 60+ population.
- ✓ Nearly 31% of Broome County's Office for Aging clients are between 100% and 150% of the poverty level. This is higher than the rate of 10.7% found in the overall Broome County 60+ population.

2005 Federal Poverty Guidelines*

Size of Household	100%	150%
1	\$9,570	\$14,355
2	\$12,830	\$19,245
3	\$16,090	\$24,135

*2005 Health and Human Services Guidelines as published in Federal Register.

Size of Household Served by OFA - 2005



Social Security

A very large percentage (78.3%) of persons served by Broome County OFA programs rely on Social Security as their main source of income. This indicates that services are appropriately targeted to those in greatest economic need.

Household Size

Those persons who live alone are at higher risk of finding themselves in need in terms of economic status and social isolation. The Broome County Office for Aging targets those who live alone for aging services. Of those served by the OFA in 2005, nearly 57% were people who live alone. This compares to the 24.8% that live alone in the Broome County 60+ population.

In-home and Frail Elderly Services Profile of Clients by Services - 2005

Service	Total Unduplicated Clients Served in 2005	Age			Gender		Income			Most Common ADL*/IADL** Impairment
		60-69	70-79	80+	M	F	At or Below Poverty	Over Poverty & Below 150%	Over 150% Poverty	
In-home Services Unit	1,319	6%	29%	65%	31%	69%	11%	32%	57%	Mobility
Enriched Living	8	--	37%	63%	13%	87%	--	100%	--	Mobility
Shopper Program	87	14%	23%	63%	17%	83%	5%	49%	46%	Mobility
HOME Mental Health Program (for closed cases)	171	13%	27%	60%	28%	72%	19%	28%	53%	Specific ADL/IADL unknown – at least 42% are impaired in at least one ADL and 59% in at least one IADL
Home Delivered Meals	880	14%	26%	60%	32%	68%	18%	31%	51%	ADL – Bathing, mobility, IADL – Shopping, preparing/cooking meals, housework, handling finances
Social Adult Day Care	107	5%	10%	85%	36%	64%	15%	20%	65%	ADL – 66% need assistance with 2 or more IADL – need assistance with most

* ADL – Activities of Daily Living (See Page 40 for a listing)

** IADL – Instrumental Activities of Daily Living (See Page 40 for a listing)

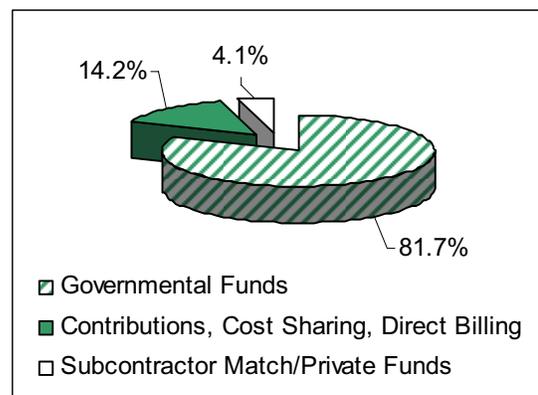
Financial Management

The Office for Aging budget consists of 28 grants with varying fiscal years and reporting requirements. Through careful planning, management and monitoring, our fiscal staff was able to prepare a complex budget, provide data and projections for analysis, and meet a myriad of reporting requirements.

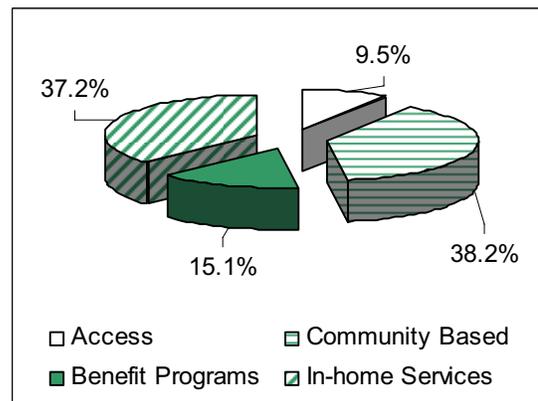
Government funding – especially federal and state – has been flat over the past several years. This trend continued through fiscal year 2005, with the exception of the State-funded EISEP program, which saw a 40% increase; its first increase in eighteen years. All other programs saw minimal increases or decreases. The total budget increased to \$5,119,301, mainly due to two new grants dealing with education for prescription drug plans and long term care insurance.

Client contributions and direct billing continue to play a major role in Broome County Office for Aging’s funding, representing \$727,241, or 14.2% of the total operating budget for the year. These revenues came primarily from seven service areas – congregate meals, home delivered meals, EISEP, social adult day care, in-home respite, transportation and *Senior News* subscriptions. A concentrated effort continues to increase the rate of client contributions within each service area.

Sources of Operating Funds –2005



Service Expenditure Areas – 2005



Service expenditures were made within four categories. OFA dedicated 37.2% of its expenditures to the provision of in-home services. A total of 38.2% of the funds were expended on community based programs, including the entire amount of The Robert Wood Johnson funding. Expenditures on access services comprised 9.5% of the budget and 15.2% was spent on benefits programs.

The financial management staff continues to fine tune improvements that have been made in past years. Changes in reporting requirements occur regularly. These changes improve the accuracy of our reports, reimbursement claims to grantors, and ultimately, our quarterly report to the New York State Office for Aging. The preparation of the Consolidated Area Agency Report Systems, or CAARS, requires that figures be reported on the accrual basis of accounting, while the financial numbers available through the County's FAMIS system are on the cash basis. The gathering and conversion of this information is an area on which we are constantly improving, enabling us to provide the most accurate report possible. During each quarter of 2005, improvements were made in this data gathering, as well as the preparation of expense and revenue tracking systems for some of our major programs.

A positive cash flow for the County and adherence to reimbursement claim schedules continue to be areas of importance for the fiscal staff. Timely preparation of invoices and meeting of deadlines help expenditures incurred become eligible for reimbursement more quickly. This area has further improved during the year, aiding the agency in recouping dollars from grantors in a more timely manner.

Service Delivery Category In-home

	2005
Home Delivered Meals Program	\$881,216
Personal Care/Chore Service	324,925
In-home Respite	31,524
Mental Health Counseling	26,951
Shopper Program	40,000
Case Management	362,903
Total	\$1,667,519

Community Based

	2005
Social Day Care	\$222,164
Legal Services	26,566
Long Term Care Ombudsman (LTCOP)	22,878
Congregate Meal Program	899,124
Transportation	156,397
Weatherization Referral, Assistance and Packaging (WRAP)	44,068
State Pharmaceutical Assistance	50,000
Health Insurance Counseling (HIICAP)	13,933
Health and Wellness (includes Medical Management and Senior Games)	66,140
Long Term Care Ins. Edu./Outreach	15,388
Aging Futures II Development	180,078
Volunteer Program	20,161
Total	\$1,716,897

Benefit

	2005
Senior Community Service Employment Program (SCSEP)	\$315,132
Gaining Resources for Older Workers (GROW)	15,414
Home Energy Assistance Program (HEAP)	37,289
Home Repair Program	10,000
Foster Grandparent Program (FGP)	302,685
Total	\$680,520

Access

	2005
Caregiver Services	\$116,999
I&A / Intake	267,891
<i>Senior News</i>	42,761
Total	\$427,651

2005 BUDGET SUMMARY/SOURCES OF FUNDS

FISCAL YEAR ENDING DECEMBER 31, 2005

2005-SMB3.xls

03/07/06

Grant Program	Services	Governmental Funds	Contributions, Cost Share & Direct billing	Private Grants/ Subcontractor Match Funds	Expenditures/ Revenues	% of Total OFA Budget
III-B Supportive Services Federally funded - Older Americans Act	Information and Assistance, transportation, legal services, home repair program, "Senior News"	\$357,419	\$40,737	\$15,000	\$413,156	8.07%
HOME Program - Federal/NYS funded	Mental Health Counseling	\$29,357			\$29,357	0.57%
<u>Nutrition Services</u>						
III-C-1 Congregate Meals - OAA funded	Senior centers, meal programs, health & wellness	\$537,786	\$226,156		\$763,942	
CDBG - Federal funds from Town of Union	Support for Broome West Senior Center	\$25,000			\$25,000	
III-C-2 Home-Delivered Meals - OAA funded	Meals on Wheels Program	\$324,295	\$267,017		\$591,312	
S N A P - NYS funded	Support for 1 senior center and Meals on Wheels	\$172,062	\$77,463		\$249,525	
NSIP Cash-in-Lieu - Federally funded	Cash for eligible meals served to seniors	\$154,007			\$154,007	
Total Nutrition Services		\$1,213,150	\$570,636		\$1,783,786	34.85%
<u>Employment</u>						
Senior Opportunities - Administration	Administrative funds for Employment/FGP progs.	\$64,691			\$64,691	
SCSEP-SOFA - Federally funded OAA	Senior aide trainee program	\$32,514			\$32,514	
SCSEP-NCOA - Federally funded OAA	Senior aide trainee program	\$217,927			\$217,927	
Total Employment Program		\$315,132	\$0		\$315,132	6.16%
Long Term Care Insurance Education & Outreach Program (LTCIEOP) - State Funded		\$15,388			\$15,388	0.30%
Expanded In-Home Services for the Elderly Program (EISEP)	Administrative and planning funds	\$20,771			\$20,771	
Planning Services	Housekeeper/Chore and Personal Care/	\$529,134	\$19,553		\$548,687	
New York State funded	Case Management					
Total EISEP		\$549,905	\$19,553		\$569,458	11.13%

2005 BUDGET SUMMARY/SOURCES OF FUNDS

FISCAL YEAR ENDING DECEMBER 31, 2005

2005-SMB3.xls

03/07/06

Grant Program	Services	Governmental Funds	Contributions, Cost Share & Direct billing	Private Grants/ Subcontractor Match Funds	Expenditures/ Revenues	% of Total OFA Budget
Community Services for the Elderly (CSE) New York State funded						
Planning & Subcontracted Services	Planning, transportation & in-home counseling	\$83,504			\$98,420	
Adult Day Care	Social Day care for the elderly	\$100,593	\$84,370	\$14,916	\$184,963	
Enriched Living	Homemaker/chore program at Isbell St. housing	\$11,652			\$11,652	
Employment (Grow)	Employment match program	\$15,414			\$15,414	
Health Maintenance	Case management	\$82,844			\$82,844	
Total CSE Program		\$294,007	\$84,370	\$14,916	\$393,293	7.68%
Congregate Services Initiative New York State funded						
	Senior center/health & wellness enhancement program	\$7,776			\$7,776	0.15%
III-D Health Promotion - OAA funded						
	Medication management & Senior Games	\$4,497	\$8,496		\$12,993	0.25%
Foster Grandparents Program Federally funded - Corp for National Svc. NYS State funded						
	Intergenerational program where older volunteers work with children with special needs	\$289,172 \$13,513			\$289,172 \$13,513	
Total FGP Program		\$302,685			\$302,685	5.91%
STEPS to a Healthier US						
	Mission Meltaway Program	\$15,000			\$15,000	0.29%
POMP - Federally funded						
	Performance Outcome Measurement Program	\$6,500			\$6,500	0.13%
HEAP - Federally funded						
	Home Energy Assistance for low-income eligible residents	\$37,289			\$37,289	0.73%
Integrated Social Day Care - NYS funded						
	Social day care for mentally-challenged elderly	\$12,932			\$12,932	0.25%

2005 BUDGET SUMMARY/SOURCES OF FUNDS

FISCAL YEAR ENDING DECEMBER 31, 2005

2005-SMB3.XIS

03/07/06

Grant Program	Services	Governmental Funds	Contributions, Cost Share & Direct billing	Private Grants/ Subcontractor Match Funds	Expenditures/ Revenues	% of Total OFA Budget
Caregiver Resource Center - NYS funded Title III-E Family Caregiver - Fed. Funded OAA Total Caregiver Program	Information, education and support for persons caring for older adults	\$18,479 \$134,195 \$152,674	\$3,449 \$3,449	\$0	\$18,479 \$137,644 \$156,123	3.05%
Robert Wood Johnson Foundation Privately funded - Aging Futures II Project		\$0		\$180,078	\$180,078	3.52%
Elder Abuse Outreach Program Federally funded - Title XX of OAA		\$156,920			\$156,920	3.07%
W R A P - Federally funded	Home repair program for eligible residents, weatherization, safety	\$44,068			\$44,068	0.86%
LTCOP - New York State funded	Ombudsman program, funds passed to Action for Older Persons to recruit and train volunteers for local nursing facilities	\$12,240			\$12,240	0.24%
Title VII Elder Abuse Prevention Federally funded - Older Americans Act	Ombudsman program, funds passed to Action for Older Persons to recruit and train volunteers for local nursing facilities	\$10,638			\$10,638	0.21%
State Pharmaceutical Assistance Program - Federally funded	Funds to provide education regarding perscriptions and counseling to seniors	\$50,000			\$50,000	0.98%
HIICAP - Federally funded	Funds to recruit and train volunteers to provide insurance counseling to seniors	\$13,933			\$13,933	0.27%
Operations	Broome County Operating Budget	\$580,556			\$580,556	11.33%
TOTAL AGENCY BUDGET		\$4,182,066	\$727,241	\$209,994	\$5,119,301	100.00%

Access

Access Services of the Office for Aging provide information and assistance to older persons and their families. These services are an entry point where a person’s needs may be identified and evaluated. Descriptions of our Access Services follow.

Caregiver Services

The Caregiver Services unit assists family members, friends and neighbors who are caring for elders living in the community. The program supports caregivers by distributing information, offering educational programs, conducting support groups and providing counseling.

Funding provided through the New York Elder Caregiver Support Program enabled the program to reach under-served caregivers; improve transportation to adult day service programs; make affordable

respite available to more caregivers; and form partnerships with area physicians and employers to raise awareness of services available for family caregivers.

Program Participants Write. . .

“The financial management seminar was very helpful. This helps me in my own financial management!”

“I learn something every time I attend a caregiver seminar or retreat. It makes me a better caregiver.”

“The Men Making Meals course offered such good recipes for healthier meals. I now help out more with meals at home. I made more new friends!”

Units of Service to Caregivers

	2005
Caregiver related telephone contacts	*2,197
Counseling units	916
Group training and support sessions	62
Respite hours provided	2,453
Transportation trips of care receivers to Social Adult Day Care	1,887

* Reflects caregiver related calls handled by Caregiver Services the Senior Resource Line.

Highlights

- ✓ The International Council on Active Aging chose BCOFA as “one of North America’s five most innovative active aging programs, for both *Men Making Meals* and *Tips for the Late-Blooming Handywoman*.
- ✓ Caregiver Services partnered with Aging Futures, Lourdes and UHS hospitals to start the Return to Home Program. This service puts caregivers in touch with supportive services much sooner than usual.
- ✓ Caregiver Services established an Online Caregiver Support Group.

Outcome Measures

- Ninety-three percent (93%) of caregivers attending the Caregiver Retreat reported that they learned something that will help them in their caregiving.
- Ninety-five percent of those attending the Legal Issues seminar reported being more comfortable with making a will, using a trust, executing a power of attorney, or using advanced directives.
- One hundred percent (100%) of those attending the Basics of Money Management seminar reported that they now know more about the basics of managing personal finances.

Information and Assistance & Intake Services (Senior Resource Line)

The Office for Aging is the central source for information about senior services in the county. The Senior Resource Line provides assistance on a variety of issues. After assessing the needs of the caller, Intake staff provides information and make referrals to other units within OFA or to other service providers. Information & Assistance representatives visit senior centers and make visits to homebound individuals to answer questions and provide assistance with forms, applications, referrals and other specific tasks.

Information is also made available through the monthly publication of the *Senior News*. Over 7,900 papers are made available by mail and at community locations each month. Articles in this newspaper cover a variety of topics that include health issues, benefits, programs, special events and senior community center activities.

**I&A / Intake
Units of Service - 2005**

Service	Units/ Contacts	Clients Served
Information	1,710	1,349
Referrals made	4,027	3,286
Case assistance	15,653	6,852
<i>Senior News</i>	97,760	14,260

**I&A / Intake Type
of Service Contacts**

Service	2005
Incoming telephone calls	11,595
Walk-in contacts	768
Senior center contacts	626
Home visits	1,508
Other*	9,733

*Other includes: nursing homes, mail, field, e-mail, fax, out-going calls, senior clubs, hospitals, agencies and office.

Unduplicated Clients Served

	2005
I&A	1,084
Intake	8,252
Total I&A / Intake	8,926

Highlights

- ✓ Case assistance was increasingly provided to assist clients experiencing multiple, complex issues.
- ✓ Staff responded to increased requests for assistance related to: higher utility bills, creation of Medicare Part D prescription drug coverage, changes in retiree health insurance coverage, and meeting application requirements for benefit programs.
- ✓ Over the course of 2005, the Information & Assistance Unit served 8,926 unduplicated seniors and caregivers.

Outcome Measures

- ❑ Ninety-nine percent (99%) of surveyed clients reported that talking with OFA staff provided them with new information on programs and services.
- ❑ Ninety-seven percent (97%) of surveyed clients indicated that the information from OFA helped them solve their problems.
- ❑ Ninety-seven percent (97%) of surveyed clients reported that the information provided by OFA helped them to make a better decision.

Seniors write . . .

“Thank you for your efforts on my behalf in searching for senior housing. I applied and was interviewed. Thank you again for your assistance.”

“I called the Senior Resource Line recently and the worker gave me the names of people who might help me with snow removal. I followed up with some calls and made arrangements for one of the people to help me. My neighbor called him too. Now both of us can sleep tonight. Thank you very much for your help. It’s a good service that you offer.”

“I am sending many thanks for the good information you brought to me. I truly appreciate it. I am most grateful for help in this matter.”

Benefit Programs

Benefit Programs provide eligible older persons with direct financial benefits. Descriptions of our Benefit Programs follow.

Foster Grandparent Program (FGP)

The Foster Grandparent Program provides income-eligible seniors, age 60 and older, the opportunity to make a difference in a child's life. Foster Grandparents assist children at schools, day care centers, and Head Start programs 20 to 40 hours per week. Unlike other volunteer programs, Foster Grandparents receive benefits, including an hourly stipend, travel reimbursement, and paid time off.

Foster Grandparent Units of Service

	2005
Unduplicated count	73
Number of new Foster Grandparents	16
Hours of service	62,691
Number of children served	187
Number of volunteer stations	21

Highlights

- ✓ Seventy-three Foster Grandparents provided 62,691 hours of volunteer service at Broome County schools and day care centers.
- ✓ Foster Grandparents assisted 187 children with exceptional or special needs in academic year 2004-2005 and summer 2005.

Outcome Measures

- Ninety-four percent (94%) of Foster Grandparents reported that their quality of life improved as a result of the program.

A Foster Grandparent Writes. . .

"I've enjoyed every minute I spent at the school and all the children I came in contact with. I've helped some kids – when they get 100% on their spelling test, they are beaming."

Gaining Resources for Older Workers (GROW)

GROW matches workers age 55 and over with private employers seeking to hire help. Typical jobs include housekeeping, companion, personal care, and repair/maintenance. The workers and their employers negotiate the conditions of work; jobs may vary from a one-time moving job to an on-going housekeeping job.

GROW Units of Service

Unit	2004-2005
Job matches	737
Unduplicated workers	200
New job seekers	118

GROW Jobs Filled

Job Title	2004-2005
Repair / maintenance	254
Yard work	138
Companion	127
Housekeeping	93
Driver	40
Snow / ice removal	31
General chore	23
Personal care	12
Other	7

Highlights

- ✓ There were 737 employer/worker job matches made in PY 03/04.
- ✓ The number of unduplicated workers making a successful connection with an employer increased by 11% over the number of job matches made in PY 03/04.

A GROW Employer

Comments. . .

"We were very satisfied with the worker's response and he did a very good job. We would hire him again. . ."

"The man from GROW was a steady and diligent worker and did an excellent job."

Home Energy Assistance Program (HEAP)

HEAP assists low-income individuals with their home heating costs. Those age 60 and older may apply through the Office for Aging. Payment is made to the fuel vendor, or the benefit is paid directly to the individual if heat and utilities are included in the rent. The amount of benefit is based on income and the type of heating fuel used.

HEAP Units of Service

	2004-2005
Applications received	2,510
Applications approved	2,156
Total benefits awarded	\$674,805

Highlights

- ✓ Benefits were approved for 2,156 clients for a total benefit amount of \$674,805 during the 2004-2005 season.
- ✓ Soaring utility charges continue to attract first-time applicants to this program.

A HEAP Client Writes. . .

"Thank you for taking care of my HEAP application. I sent it in early so as not to lose out on HEAP. It means a lot to get it."

Senior Community Service Employment Program (SCSEP)

SCSEP helps low-income individuals age 55 and over put their skills and experience back to work. Participants update skills and learn new ones while working 20 hours a week at a not-for-profit or government agency. When the participants are job ready, they transition to regular employment.

SCSEP Units of Service

	2004-2005
Jobs off the program	19
Hours of service	34,177
Wages paid	\$190,482

Highlights

- ✓ During Program Year 2004-2005, low-income seniors earned a total of \$190,482 in wages. In return they provided 34,177 hours of service to community agencies.

Outcome Measures

- When asked which SCSEP service was the most helpful, 83% of the respondents selected the on-the-job training and the opportunity to learn new skills for a job.

A Trainee Writes. . .

"They said going through this program would help me gain confidence. It has!"

Community Based Services

OFA Community Based Services provide a range of programs outside the home. Both well, active seniors and those who are frail, but not homebound, utilize them. Descriptions of our Community Based Services follow.

Elder Abuse Outreach Program

The Elder Abuse Outreach Program enhances the potential for case-finding and successful intervention. Through early identification and intervention, the program seeks to reduce the number of seniors referred to Adult Protective Services by linking elders at risk to appropriate services. The program identifies elders with mental or physical impairments who are unable to meet their essential needs for food, shelter, clothing or medical care and who have no one available who is willing or able to assist them responsibly. It provides services that protect these elders from further risk of physical, sexual or emotional abuse or neglect, or financial exploitation.

At Risk Elders Receiving Case Assistance from OFA

	2005
Unduplicated elders identified as at risk by OFA	166
At risk elders where intervention prevented need for OFA referral to APS*	155
Percentage of at risk elders where intervention prevented need for OFA referral to APS	93%

*APS = Adult Protective Services

Elder Abuse Prevention Activities - 2005

Activities	Number
Referral to APS	45
Consultations with APS	14
Cases	66
Unduplicated Clients	61

Description of Referrals Made to Adult Protective Services

Type	Cases
Self-neglect	27
Abuse and neglect by others	18

Health and Wellness Program

Senior citizens need reliable, affordable, and accessible resources for recreational programs, health education, and nutrition information. The Health and Wellness Program provides health screenings, education seminars, nutrition education, exercise classes and special community wellness events in cooperation with other health service agencies and area hospitals.

Health and Wellness Units of Service

	2005
Nutrition counseling sessions	290
Nutrition education sessions	95
Flu shots administered	1,117
Health promotion sessions	5,600
Recreation sessions	12,871
Senior Games participants	500

A Senior Games

Participant Writes. . .

"The Senior Games tennis clinic provided a renewed interest in tennis for me."

Highlights

- ✓ Arthritis self-help classes were held at three locations with nearly 50 seniors attending.
- ✓ The Mission Meltaway program enrolled 400 seniors this year.
- ✓ Mission Meltaway was recognized at the National Health Summit in Washington DC in the fall of 2005. OFA has had a number of calls from other counties and states wanting to duplicate the program in their areas.
- ✓ Stay Well, a health and wellness program operated by senior volunteers, celebrated its fifteenth year of service.

Outcome Measures

- One hundred percent (100%) of surveyed senior games participants make life style changes such as eating healthier, getting more sleep, exercising more and trying to lose some weight to get ready for the games.
- Ninety-one percent (91%) of surveyed senior games participants stated that their participation motivates them to stay physically fit throughout the year.

Health Insurance Information Counseling and Assistance Program (HIICAP)

HIICAP recruits and trains volunteers that counsel and assist seniors and their families with making informed health care decisions. These counselors provide free, confidential and unbiased health insurance information to interested individuals. This program is subcontracted through Action for Older Persons, Inc.

HIICAP Units of Service

	2005
Client contacts	2,885
Education programs	151
Attendees at educational events	5,796
Estimated savings	\$300,000
Volunteer hours	1,574

Highlights

- ✓ In 2005, the HIICAP program had a 127% increase in volunteer counselors, from 11 to 25.
- ✓ Medicare's new outpatient prescription drug program and changes in retiree plans created an unprecedented demand for counseling services and education. Client contacts increased by 36% and educational programs increased by 64%.

Home Repair Program

This service provides home repairs for low-income elderly who cannot perform or afford the needed work themselves. Eligible persons must be age 60 or older and meet income guidelines. This service is provided through a contract with the First Ward Action Council. Labor is free, but materials must be purchased by the client or other funding source.

Home Repair Units of Service

	2005
Units of repair	78
Households served	31

Highlights

- ✓ Thirty-one (31) different low-income households were provided with 78 repairs.
- ✓ Typical services provided by the Home Repair Program included patching roofs, building wheelchair ramps, repairing railings and steps, installing grab bars and dead-bolt locks, and repairing windows.

Outcome Measures

- One hundred percent (100%) of clients who responded to our survey who received safety-related repairs felt their home is now safer than before the repairs were completed.
- One hundred percent (100%) of the clients surveyed reported they could not have afforded the repairs without help from the Home Repair program.

Legal Services

Broome County Office for Aging contracts with Legal Aid Society of Mid-New York to provide legal services in civil matters to residents of Broome County who are 60 years or older. The program is targeted to persons who do not qualify for other free legal services and who are unable to afford private counsel.

Legal Services Units of Service

	2005
New Cases	313
Cases resolved	322
Hours of service	498
Clients served	209

Areas of service	2005
Wills and estates	45%
Consumer	5%
Family	1%
Health	0%
Housing	2%
Income	1%
Miscellaneous *	46%

*Miscellaneous includes powers of attorney and health care proxies.

Highlights

- ✓ A presentation at a senior housing complex resulted in 14 appointments for follow-up with wills, health care proxies, powers of attorney, and consumer matters over a two-day period.

A Client Writes. . .

“The attorney was very kind. She explained everything about my will.”

Outcome Measures

- One hundred percent (100%) of the clients served by this program were satisfied with the services they received.

Long Term Care Ombudsman Program (LTCOP)

The Long Term Care Ombudsman Program assists residents of long term care facilities and their families to resolve complaints through the use of certified volunteers. Ombudsmen are trained and committed to ensuring that residents’ rights are protected. This program is subcontracted through Action for Older Persons, Inc.

LTCOP Units of Service

	2005
Number of volunteers	19
Volunteer hours	1,721
Facilities served	*30
Complaints received	1,281
Cases opened	1,089
Cases closed	1,125

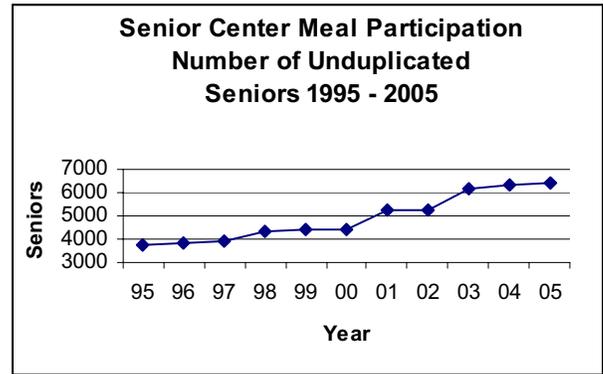
*Includes nursing homes, adult homes, family-type homes, and assisted living facilities.

Highlights

- ✓ In 2005, 19 LTCOP volunteers delivered 1,721 volunteer hours to resolving complaints at 30 long term care facilities.
- ✓ A total of 1,125 cases were resolved by LTCOP volunteers over the course of the year.

Senior Community Centers

The Broome County Office for Aging operates/contracts for 10 senior community centers. Centers provide socialization opportunities, nutritious meals, and numerous health and wellness activities. Senior centers are locations for accessing the information and assistance necessary for helping seniors maintain their independence and remain active in the community.

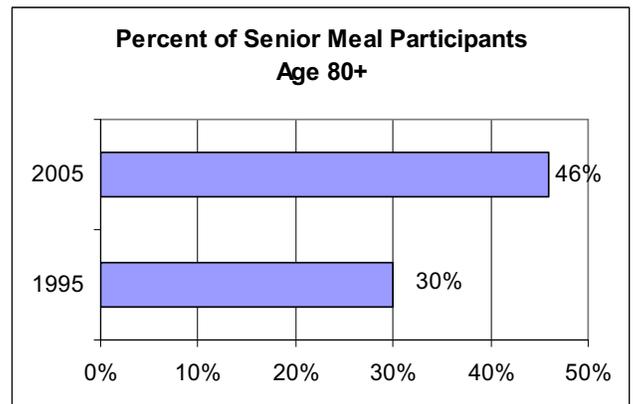


Senior Centers Units of Service

	2005
Unduplicated clients	6,440
Total meals served	120,345
Average meals per day	491
Percent of clients new to centers	35%
Average meal contribution	\$1.72

Today a greater percentage of senior center participants are older seniors. Ten years ago only 30% of the participants were age 80 or over. In 2005, 46% of senior center participants were 80 years of age or older.

Senior centers have evolved from a place where the same people attend 3-5 times weekly for only a meal, to a place where many different seniors participate in a variety of health and wellness activities, including having a meal. However, many of these different people do not attend as frequently as seniors have in the past.



In addition to serving a more elderly population, it is important to note that 45% of the people using senior centers live alone, and 40% are widowed.

Senior Community Centers

Highlights

- ✓ The number of different people using the senior centers continues to increase. Over the last 10 years, the number of different people using the senior centers has risen by 72%.
- ✓ In 2005, there were 120,345 meals served at our congregate sites and senior centers. OFA continued to expand its menus at senior centers, including offering more breakfast meals, alternative choices for hot entrees, and salad/sandwich bar medleys.
- ✓ The Nutrition Unit significantly improved marketing materials by updating the senior center webpage, distributing a new program brochure called “Opportunities Awaiting You”, and accessing more radio and printed media coverage for our programs.

Outcome Measures

- Ninety-one percent (91%) of surveyed senior center participants reported that the senior centers keep them feeling more connected to people.
- Eight-six percent (86%) of people receiving a special diet report that they are better able to meet their nutritional needs as a result of the meals provided at the senior centers.
- Sixty-three percent (63%) of senior center users reported that having lunch at the senior centers helps to better stretch their household income.

Center Participants Write. . .

“I’m finally feeling better – but will miss the center when I move to North Carolina to live with my daughter. The center has been like my second home and I have loved it there. Everyone was always so good to me.”

“The social aspect is really important to me. I really go to the center to be with people more than anything else.”

Social Adult Day Care

The Social Adult Day Care program provides frail, isolated and impaired seniors with structured and purposeful activities. The program allows participants to experience a sense of belonging and renew their self-esteem, while offering caregivers respite.

Social Adult Day Care Hours of Service and Clients Served

Location	2005
Isbell Street (Binghamton)	20,609
Northminster (Endwell)	22,772
Clients Served	107

Highlights

- ✓ The program experienced a growing demand for service, with a 9% increase in hours this past year.
- ✓ Both program sites operated at maximum capacity for 90% of the year.
- ✓ In 2005, Yesteryears expanded its operating hours to meet the needs of its caregivers.

Outcome Measures

- One hundred percent (100%) of surveyed caregivers reported that the program had enabled them to maintain their role as a caregiver.
- Ninety-five percent (95%) of surveyed caregivers felt a reduced sense of guilt on leaving their loved ones in someone else's care once they saw how their care receivers benefited from the program.
- One hundred percent (100%) of surveyed caregivers reported that their quality of life has improved, as measured by peace of mind and their comfort in leaving their loved one with someone they trust.

A Caregiver Writes. .

"You have no idea the peace of mind I had knowing Mom was in caring hands."

"I am a long-distance caregiver, and this program enables my Dad to remain in his home."

"The relationship between my Mom and me has become so much healthier because both of us have had some space from one another."

Transportation

Subsidized curb-to-curb services are provided to seniors with transportation needs through a contract with the Broome County Department of Public Transportation. All vehicles are lift equipped and accessible to physically challenged persons. Reservations are scheduled on a first-come, first-served basis and are accepted up to two weeks in advance.

Transportation Clients Served

	2005
Unduplicated clients served	647
Number of rides provided	24,800

Type / Percent of Trips Provided

	2005
Medical appointments	28.7%
Shopping	28.2%
Personal business	16.9%
Recreation	1.5%
Senior center	18.7%
Miscellaneous	6%

Highlights

- ✓ A total of 24,800 rides were provided during 2005.
- ✓ Of the clients transported, over 50% were age 80 or older, 85% were women, and nearly 80% live alone.
- ✓ About 30% of the clients have mobility impairments.

Volunteer Services

Volunteer Services support older people who are striving to remain independent. In addition to providing the homebound with social contact, volunteers offer assistance with shopping, small home repairs, financial management assistance, and escort service to appointments. Volunteers are also recruited for other OFA services, such as Home Delivered Meals, *Yesteryears* Social Adult Day Care, and senior community centers.

Volunteer Services

	2005
Volunteer hours donated	82,941
Full-time equivalent workers	42.5
Dollar value of volunteer time	\$1,419,121
MOW volunteer hours	22,992

Highlights

- ✓ OFA volunteers provided 82,941 hours of unpaid service, valued at \$1,419,120 using Point of Light dollar value of \$17.11 per volunteer hour.
- ✓ Services provided by volunteers translated to the equivalent of 42.5 full-time workers.
- ✓ OFA volunteers delivered meals, assisted in the daily operation of our senior centers, shopped for homebound seniors, provided financial management assistance and conducted a variety of other activities.

Weatherization Referral, Assistance and Packaging (WRAP)

WRAP provides assistance with home repairs that improve energy efficiency and safety. Applicants must be at least 60 years of age or be receiving either Social Security Disability (SSD) or Supplemental Security Income (SSI). Qualifying households must meet HEAP income eligibility guidelines. The WRAP representative provides a needs assessment, makes referrals, and assists in filing applications to the appropriate agencies.

WRAP Units of Service

	2005
Dollar value of WRAP services provided	\$239,696
Referrals to other agencies	634

Highlights

- ✓ WRAP leveraged \$239,696 in repairs and home improvements for seniors in Broome County.
- ✓ In 2005, seven WRAP clients' homes received renovations through the "Rebuilding Together" Program.
- ✓ WRAP worked with NYSEG to identify seniors who met income eligibility for the Power Partner Program and with the NYSERDA EmPowerNY Program to assist clients in accessing energy conservation services.

Outcome Measures

- ❑ One hundred percent (100%) of surveyed clients reported that they would not have been able to have the work done without assistance from the WRAP program.
- ❑ Ninety-one percent (91%) of surveyed clients reported that the repairs made their homes safer.
- ❑ Seventy-nine percent (79%) of surveyed clients reported that their homes were less drafty after the repairs were completed.

A WRAP Client Writes. .

"Even when the temperature dropped below zero during the winter, my utility bill, especially the gas, cost much less than last year. Thanks for your help."

In-home Services

In-home Services provide support to older persons living in their own homes. Descriptions of our In-home Services follow.

Expanded In-home Services for the Elderly

The In-home Services Unit (IHSU) provides support to older persons living in their own homes. The primary program is the Expanded In-home Services for the Elderly Program (EISEP) that offers assessment, care planning, housekeeping, personal care, non-institutional respite, and ancillary services. On-going case management provides direction and support to clients and families who are in need.

In-home Services Unit Clients Served

	2005
Unduplicated clients served	1,319

In-home Services Unit Activities

New Service Starts	2004	2005
Case Management only	39	91
In-home care	65	140
New referrals to IHSU	228	500
New referrals to MOW	252	328

In-home Services Unit Hours of Service - 2005

Type of Service	Hours
Housekeeping/personal care	19,609
Case management	5,374

**In-home Assessments
Clients with ADL / IADL
Limitations-2005**

Number of Limitations	Percent Clients ADL Limitations	Percent Clients IADL Limitations
1	43%	4%
2	24%	6%
3	12%	10%
4	7%	12%
5	4%	20%
6	4%	16%
7	6%	19%
8	N/A	13%

Outcome Measures

- Eighty-nine percent (89%) of surveyed case management clients stated that the services are helping them to live in their own homes longer.
- Ninety-three percent (93%) of surveyed case management clients stated that their services improve their quality of life.
- Ninety-two percent (92%) of surveyed case management clients reported that their case managers provided them with enough information to make decisions about their care.

Highlights

- ✓ During 2005, 1,319 older adults were served by the In-home Services Unit. Each of these seniors was assessed and had a care plan developed for them.
- ✓ Fifty caregiving families received in-home respite services that provided them with needed time for themselves.
- ✓ In-home Services provided 19,609 hours of personal care and housekeeper/chore service to 262 clients.
- ✓ Thirty clients living alone or at risk of falling received a Personal Emergency Response Unit.

A Client Writes. . .

“There are no words to express how much your services mean to me. Without them, I could not continue to live in my home.”

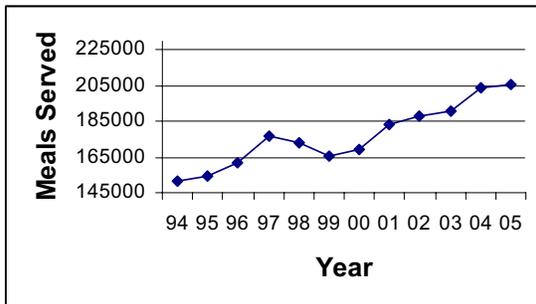
Home Delivered Meals Program

The Home Delivered Meals Program, better known as Meals on Wheels, is designed to improve and sustain the nutritional status of elderly homebound individuals who are unable to prepare their own meals. Volunteers deliver a hot lunch and cold supper Monday through Friday, as well as frozen, re-heatable meals for those needing weekend meal assistance.

Home Delivered Meals

	2005
Clients served	880
Meals served	206,122

Growth in the Number of Meals Served Annually



Length of Stay for Clients Served - 2005

Length of Stay - Months	Number Clients	Percent Clients
<45 days	164	18%
45 days – 3 months	94	11%
3-6	142	16%
7-12	133	15%
13-24	157	17%
25-36	77	9%
37-48	51	6%
49-60	21	2%
61-72	17	2%
73+	36	4%
Total	*907	

* Not unduplicated – some clients enroll, discharge, and then re-enroll in the same year.

Age of Home Delivered Meals Clients - 2005

Age	Percent
85+	38%
80 – 84	22%
75 – 79	16%
70 – 74	10%
60-69	14%

Home Delivered Meals Program

Highlights

- ✓ The agency continues to meet the growing demand for home delivered meals. Over the last 10 years, the number of meals served by this program has increased by over 52,000. In 2005, the agency delivered more home delivered meals than in any year before, totaling 206,122 meals for the year. This increase has occurred without adding additional staff or labor hours.
- ✓ Volunteers delivering meals to homebound elderly donated over 22,992 hours of service in 2005. Over 350 different volunteers gave their time and energy to this program.
- ✓ A total of 71 home delivered meals clients participated in the Administration on Aging's Performance Measures Outcome Study (POMP).

Outcome Measures

- One hundred percent (100%) of the clients receiving home delivered meals report that the service is helpful to them.
- Ninety-one percent (91%) of clients report that they are eating healthier as a result of the home delivered meals program.
- Ninety-two percent (92%) of the clients receiving home delivered meals report that they are better able to maintain their health as a result of the receiving the meals.

A Home Delivered Meals Client Writes. . .

"I am very, very grateful. I like the hot midday meal. I have been able to gain the needed weight, and I feel better. The conversations with the volunteers delivering the meals are wonderful and important."

Mental Health Services

In-home mental health assessment and counseling is provided to seniors who are unable or unwilling to leave their homes. Services are provided through a contract with The Family & Children’s Society and a partnership with the Helping Through Outreach and Mental Health for the Elderly Program (HOME).

Highlights

- ✓ During 2005, 171 unduplicated clients received in-home counseling through the HOME program.
- ✓ Nearly 1,250 hours of counseling were provided by The Family & Children’s Society.

Family & Children’s Society In-home Mental Health Counseling

	2005
Hours	1,239
Unduplicated clients	72
New clients	40

HOME Program

	2005
Referrals received through Intake	206
Cases closed	193
Unduplicated clients for closed cases	171

Primary Presenting Problem – HOME Program

	2005
Anxiety	61
Depression	69
Confusion	84
Unusual behavior	81

Outcome Measures

- One hundred percent (100%) of surveyed HOME clients rated the program as good or very good.
- Eighty-one percent (81%) of closed HOME cases had a risk level that was reduced or remained the same.
- Ninety-three percent (93%) of the seniors served through the Family and Children’s program did not need to be hospitalized or admitted to a nursing home since supportive counseling helped to maintain, or improve, their independent functioning.
- Sixty-seven percent (67%) of elders served by The Family & Children’s Society program demonstrated fewer symptoms of depression and anxiety, and improved in functioning as a result of counseling.

A Client Writes. . .

“Thank you so much. How great is the help you give to many homebound. It’s sincerely needed.”

Shopper Program

The Shopper Program provides support and assistance to homebound seniors, helping them to remain independent. This program provides weekly grocery shopping and limited errand service. OFA subcontracts services with the American Red Cross. The program uses volunteers to shop for homebound seniors throughout the county.

A Shopper Client Writes. . .

"I appreciate the service very much, since I am limited carrying anything, especially climbing steps. My shopper is a God send. Thank you."

"I'm in a wheelchair now. I'm not able to shop for myself. Without this service, I would not be able to stay in my home. Thank you so much."

Most Prevalent Health Problems - Shopper Clients

Arthritis	58
Breathing problems	21
Diabetes	22
Heart problems	34
High blood pressure	37

Shopper Clients by Age - 2005

Age of Clients	Number Clients
60-64	3
65-74	20
75-84	26
85+	38
Total unduplicated clients	87

Highlights

- ✓ Volunteers made 4,056 one-way shopping trips on behalf of 87 frail, homebound elders.
- ✓ Eighty-six percent (86%) of shopper clients live alone.

Contract Agencies - 2005

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

Appendix

Activities of Daily Living – ADLs

The performance of these fundamental actions is measured during an assessment. This determines the person's ability to function independently in their home on a daily basis. A person who needs assistance with one activity is eligible for in-home service.

The activities measured are:

- ✓ Bathing
- ✓ Mobility
- ✓ Transferring
- ✓ Dressing
- ✓ Personal hygiene
- ✓ Toileting
- ✓ Eating

Instrumental Activities of Daily Living – IADLs

The performance of these actions is also measured during an assessment. This determines the level of quality of life as well as the level of assistance a person needs to function independently in their home on a daily basis. A person who needs assistance with any two activities is eligible for in-home service.

The activities measured are:

- ✓ Do shopping
- ✓ Get to places out of walking distance
- ✓ Do laundry
- ✓ Do housework/cleaning
- ✓ Prepare light meals or reheat meals
- ✓ Handle personal business and/or finances
- ✓ Use telephone
- ✓ Take medications

Advisory Council Membership

Broome County Office for Aging Advisory Council – 2005

Francis Battisti
Kathy Cramer
Keith Heron
Bernice Kneller
Bernard Levy

Jamye Lindsey
Pat Macumber
Mary Lou McPhail
Maria Motsavage

Doris Render
Suzanne Sullivan
Margaret Turna
Janet Vanek

Foster Grandparent Advisory Council – 2005

Ron Dillingham
Peter Fuerst
Dolores Manzer
Tim McMullin

Debbie Miller
Laurie Skinner
Rosemary Swarts
Irene Whipple

Marilyn Weiner
Gail Wellman
Mary Zulko

Senior Center Steering Committee – 2005

Bud Barshow
Phyllis Deacher
Bob DeMaria
Sue Gehm

Ruth Hauptman
Bud Henecy
Evelyn Henecy

Sally Lynn
Alice Thompson
Eva Wincek