



# **Broome County Office for Aging**

*. . .bringing seniors and services together*

**Annual  
Report  
2006**

# Broome County Office for Aging

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



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April 11, 2007

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 2006 Office for Aging Annual Report. The report details the many ways that the Office for Aging 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 2006, the Office for Aging provided services and benefits for 10,762 identified seniors and caregivers, with 64% of those served being age 75 or older. In addition, the Office for Aging had multiple contacts with unidentified seniors and caregivers. The demand for our most critical services is an indicator of the level of need in Broome County.

Home delivered meals are one of the most inexpensive ways to help functionally impaired elders stay in their homes. Office for Aging continues to respond to the constant demand for home delivered meals. In 2006, the agency delivered over 193,000 meals; this represents a 50% increase over the number of home delivered meals served a decade ago. Home delivered meals recipients are aging: in 1996, 11% of recipients were age 85 or older; by 2006, 39% of recipients were age 85 or older.

The In-home Services Unit continues to face significant increases in the demand for assessments and home care services. The number of new referrals was up over last year's already high numbers. For the second year in a row, additional state funds were directed to this program to help meet the need. The number of housekeeping / personal care hours provided in 2006 was 29% higher than the number provided in the previous year.

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. Office for Aging is experiencing a high level of demand in the adult day program. The Yesteryears Social Adult Day Care Program delivered 42,217 hours of service. The demand for services led the Office for Aging to extend



the hours of service and to expand the contract for assisted transportation to the Endwell site to five days per week.

Besides these critical programs, 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 11,459 calls from seniors and caregivers seeking help in linking to services and benefits.

Office for Aging community-based services include the senior community centers, which served 119,763 meals last year, and the Home Repair Program, which provided repairs to 30 low-income households. Our benefit programs include HEAP which awarded \$759,110 to help seniors and individuals with disabilities meet their rising energy costs; this is more money than was awarded in any previous year. The Office for Aging also offers in-home programs such as the Shopper Program which provided 4,079 shopping trips for homebound seniors.

Over the course of the year, the Office for Aging 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, Office for Aging worked with the Partnership to implement a program to identify and help seniors with depression, and also worked with homebuilders to educate municipalities on the impact of zoning restrictions on the construction of elder-friendly homes.

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 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.

Sincerely,

A handwritten signature in black ink that reads "Kathleen Bunnell". The signature is written in a cursive, flowing style.

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 Insurance Education and Outreach Project (LTCIEOP)
- ✓ 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 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.

## Agency Profile

The Broome County Office for Aging is 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. Office for Aging serves the community directly, as well as through contractual agreements with 20 community agencies, and through coordination with other service providers. Through multiple locations and 23 programs, the Office for Aging provided services to the senior citizens and caregivers of Broome County in 2006.

The agency serves as a strong advocate for senior citizens. The staff of 39 full-time and 30 part-time employees is involved with numerous community agencies in board membership or advisory capacity. Office for Aging staff helps provide forums for discussion among professionals and to provide information on aging to the general community. The staff participated in statewide initiatives concerned with performance outcome measurement. 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. The Office for Aging 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, Office for Aging staff guides and assists them in connecting with needed programs.

## **Accomplishments**

During 2006, the Office for Aging provided services and benefits to an identifiable 10,762 seniors and caregivers. Services were also provided to an undetermined number of 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 help an older adult to remain independent.

Office for Aging strives to ensure that supports are in place for the frailest and most vulnerable members of the community. In 2006, over 64% of those served by the agency were 75 years of age or older, and more than 24% 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, Office for Aging works to maintain the health and wellness of all

seniors, while assisting those with chronic conditions and functional limitations.

The Office for Aging participated in the County's response to the June and November floods. Staff helped seniors at the Binghamton University Evacuation Center and at the Disaster Assistance Center set up at the Binghamton High School. Through phone contacts and home visits, staff helped 243 seniors obtain relief funds, find alternative housing, replace lost furniture, and get their homes cleaned up.

Home delivered meals are one of the most inexpensive ways to help functionally impaired elders stay in their homes. Office for Aging continues to respond to the constant demand for home delivered meals. In 2006, the agency delivered over 193,000 meals; this represents a 50% increase over the number of home delivered meals served a decade ago. Home delivered meals recipients are aging: in 1996, 11% of recipients were age 85 or older; by 2006, 39% of recipients were age 85 or older. The unduplicated number of clients served has increased by 14.7% between 1996 and 2006. A total of 252 new referrals were made to the Home Delivered Meal Program in 2006.

The number of people age 75 or older is growing. This population is more likely to need in-home services. The In-home Services Unit continued to face significant increases in the demand for assessments and home care services. The number of new referrals was up over last year's already high numbers. For the second year in a row, additional state funds were directed to this program to help meet the need. The number of housekeeping / personal care hours provided in 2006 was 29% higher than the number provided in the previous year.

The GROW Program helps seniors hire in-home help to address the needs not only for personal care and housekeeping, but for repair and maintenance problems that many seniors can no longer do for themselves. GROW made 568 successful matches between employers seeking in-home help and a registered worker.

Other programs help with home maintenance and personal needs. The Home Repair Program helped low-income elderly with home repairs; 30 homes received multiple repairs in 2006. And the Shopper Program used volunteers to make 4,072 one-way shopping trips on behalf of frail, homebound elders.

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. Office for Aging is experiencing a high level of demand in the adult day program. The Yesteryears Social Adult Day Care Program delivered 42,217 hours of service. The demand for services led the Office for Aging to extend the hours of service and to expand the contract for assisted transportation to the Endwell site to five days per week. The agency also found a larger site in Endwell to serve the western part of the county. The new site, which will be ready for occupancy early in 2007, will allow service to an additional five clients per day.

Helping seniors manage and understand complex issues is an ongoing challenge for Office for Aging. During 2006, agency staff helped with the implementation of Medicare Part D (the prescription drug benefit). The Office for Aging partnered with Action for Older Persons and the Centers for Medicare and Medicaid Services to educate seniors about Part D.

Agency staff members were instrumental in the promotion and distribution of over 3,000 copies of the 2006 edition of the Elder Services Guide; the guide lists resources for the senior community in a wide range of areas.

The area of long term care insurance is important for people planning for the possibility of a future need for home care or a nursing home placement. A new program, Long Term Care Insurance Education and Outreach Program, uses trained volunteers to counsel and help families make informed decisions on their long term care needs. The Office for Aging contracts with Action for Older Persons, Inc. to provide this service. In the first year of operation, 20 educational programs were conducted.

Heating one's home continues to grow more costly. The 2005 – 2006 HEAP season saw a 12.5% increase in applicants and in benefits awarded to seniors over the prior year. A total of \$759,110 in benefits was allocated to seniors in 2005 – 2006. These benefits helped low-income seniors manage their budgets by providing assistance in paying for escalating heating costs. The WRAP program helped low-income seniors connect to services that provide home repairs that improve energy efficiency and safety; the dollar value of services and repairs leveraged in 2006 was \$417,746.

Office for Aging 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, with 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.

In 2006, the Office for Aging joined Aging Futures in two projects. The SMILE initiative screened residents of three senior high-rises in Binghamton to detect depression. Counseling was provided to those seniors identified in the screening process. The second project addressed the growing demand for more senior housing. Local homebuilders joined Office for Aging and Aging Futures to educate municipalities on the impact of zoning restrictions on the construction of elder-friendly homes.

Seniors who do not drive need to be able to get to their doctor, the grocery store, their pharmacy and to senior community centers. In 2006, seniors took over 20,000 one-way trips through agency-funded transportation services. Over 57% of the riders were age 80 or older; over 74% of the riders lived alone. These are two indicators that Office for Aging is meeting its goal of supplying transportation services to frail and vulnerable elders.

The Caregiver Services Unit's nationally-publicized Independence Courses (*Men Making Meals* and *Tips for the Late-Blooming Handywoman*) were joined by two new courses: *How to Balance Your Checkbook* and *What's Under Your Hood: Car Care Tips for Women*. These courses expand the opportunities that seniors have to learn how to successfully take on new responsibilities as their life situations change.

The Return to Home Program completed its first full year of service. This program, offered in partnership with Lourdes and

United Health Services hospitals, puts people caring for a senior in touch with supportive services upon, or shortly after, a hospital discharge. By reaching caregivers at the time of 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 minds of the frail elderly. When an isolated elder falls at home, it is important to get assistance quickly. The In-home Services Unit continued to provide Personal Emergency Response Units (PERS) to clients through service contracts with Link to Life and Project HEAR. In 2006, a total of 73 frail individuals received a PERS unit. 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 over 80,000 hours of service to the Office for Aging in 2006. They delivered meals, facilitated activities at senior centers and social adult day care sites, shopped for the homebound and much, much more. The volunteers performed the work equivalent to 41 full-time staff persons. Office for Aging depends on these volunteers for the delivery of several services.

Low-income seniors have an opportunity to volunteer their time with special needs children through the Foster Grandparent Program. This program pays a small stipend and covers some of the costs related to volunteering so that 72 volunteers could make a significant contribution to their local communities.

Senior community centers are places for seniors to gather, learn and have a nutritional lunch. In 2006, seniors were served 119,763 meals at our congregate centers. The agency continues to expand the 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.

The Office for Aging worked with the City of Binghamton to consolidate senior services. In August, Office for Aging began providing meal service to the City of Binghamton's Loyal D. Greenman Center. This eliminated the need for the duplicate meal preparation systems. On average, 63 lunches were served daily for a total of nearly 6,400 meals by the end of the year.

In Deposit, Office for Aging staff participated in the community's initiative to explore the development of a community center that will house senior services and other community programs for residents of all ages.

The Office for Aging helped seniors maintain their health. In 2006, over 5,500 health promotion sessions were provided. These included health screenings as well as education on topics such as techniques for coping with chronic diseases.

Mission Meltaway, the weight loss program developed by the Office for Aging Nutrition Unit and sponsored by the Broome County Health Department, continues to grow. Thirty new team leaders were trained in 2006. The program, which started in the senior community centers, has been adopted by the Decker School of Nursing at Binghamton University and by staff in the

Lourdes and United Health Services systems. Family Care Centers in these health systems are now offering Mission Meltaway to their patients—including many seniors.

When asked what they need, caregivers continually state that they need affordable and accessible respite. Fifty-five caregiving families received Office for Aging in-home respite services in 2006. This service provided caregivers with some much-needed time away from the demands of caregiving.

Getting health, benefit, and event information to the elderly presents an ongoing challenge. Office for Aging meets this challenge through the *Senior News*. Through this monthly newspaper, the agency publishes timely information on a variety of topics. These topics included information on flood assistance, Medicare Part D updates, opportunities for social connections, senior community center activities, and much more. The *Senior News*, which typically distributes 7,500 copies per month, is an easy-to-access source of information for seniors. In 2006, there was a substantial increase in the number of advertisers seeking to reach the senior population through the *Senior News*.

## Management Information Systems

In 2006 the Office for Aging moved the client tracking for several major services to the SAMS system. This software was first installed in 2005. While SAMS is primarily an in-home service and case management system, it is flexible enough to allow the customization of the software to track and monitor multiple types of programs and services.

The following services were moved to SAMS during the year:

- **Adult Day Care:** SAMS tracks hours of service and client information such as days scheduled, days attended, days absent, and meals consumed—all on one weekly day sheet for each funding source. Record-keeping with SAMS became easier for staff members and used staff time more efficiently.
- **In-Home Services:** SAMS was used to track information on hours of personal care and chore services. SAMS also tracks nursing supervision, PERS (Personal Emergency Response System) units, and the hours of respite services for personal care and for caregivers.
- **Office for Aging Identification Cards:** Almost 3,000 new bar-coded ID cards were issued to seniors—largely through outreach efforts at the senior community centers. The ID card application collects all the information required by the NAPIS (National Aging

Program Information System) database for programs funded under the Older Americans Act.

- **Nutrition Programs:** Both the congregate meals and home delivered meals client data was tracked in SAMS. The existing roster system for congregate meals was incorporated into SAMS.
- **Shopper Service:** All client services were tracked with SAMS.
- **Transportation:** All transportation data was entered into SAMS and new rosters were created for senior housing shopping trips.

During the year preparations were completed to bring additional services into SAMS. The following are ready to be tracked in SAMS starting in January:

- Nutrition counseling hours
- Information and Assistance hours

In spite of the difficulties that come with moving (or re-creating) all client records to a new tracking system, Office for Aging was able to meet the New York State Office for the Aging electronic reporting requirements for the each of the last two quarters of 2006.

# A Profile

## Seniors in Broome County and Persons Served by Office for Aging

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.<sup>1</sup> 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. While 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

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

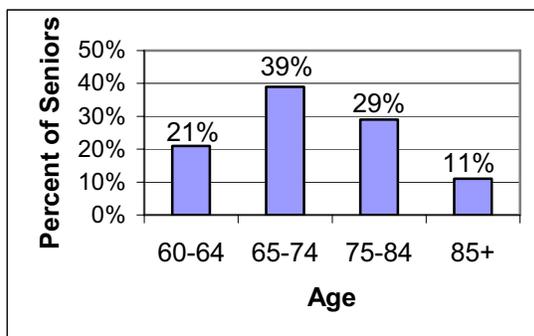
constant from 1990–2000, there were significant shifts within senior age cohorts.

**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 <sup>2</sup>**



- ✓ 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.<sup>3</sup>
- ✓ 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 Office for Aging programs. By aggregating data from those programs that

<sup>2</sup> Ibid.

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

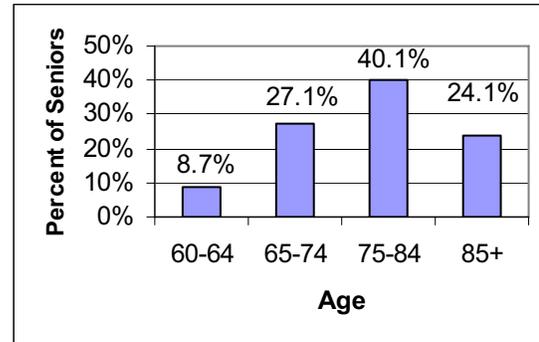
do collect client characteristics, the following data regarding the age of Office for Aging service users is available.

## Seniors Served by OFA in Comparison to County Population - 2006

Age	2000 Census	Known Served 2006	Percent Population Served
60+	41,542	9,578	23.1%
75+	16,758	6,602	39.4%
85+	4,576	2,417	52.8%

- ✓ In 2006, Office for Aging served 10,762 different seniors and caregivers.
- ✓ In 2006, Office for Aging served a minimum of 2,417 individuals who were age 85 or older. This represents nearly 53% of the 85+ population.
- ✓ During 2006, Office for Aging served nearly 40% of the Broome County 75+ population.
- ✓ A total of 2,184 known individuals were between 70-79 years of age.
- ✓ Of clients who were known to the Office for Aging, 1,542 were between the ages of 60-69.

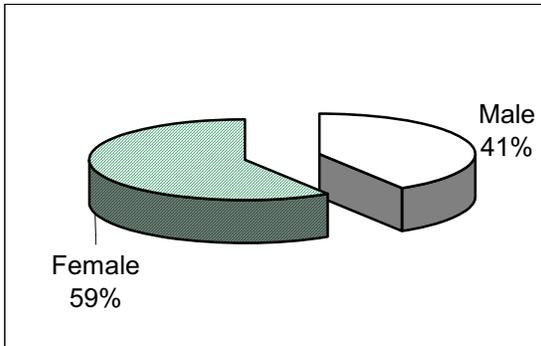
## Percent of Known OFA Clients by Age Cohort - 2006



## Gender

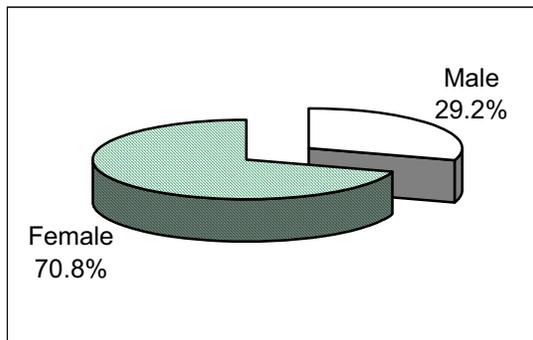
National statistics reveal that elderly women are often more vulnerable in terms of economic and health status, and are more likely to live alone than are elderly men. Therefore, women over 60 would be expected to demonstrate greater economic and social need. Examining the gender of all clients served by the Broome County Office for Aging and its subcontractors in 2005 reveals that nearly 71% of all persons served were female. Elderly females comprise 59% of the senior population, indicating that Office for Aging'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 - 2006**



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 2006, 2.8% of the individuals served by Office for Aging 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 a person's income status as a percentage of poverty as an indicator of being low income.

Nearly 27% of Broome County Office for Aging's clients have incomes that place them below 150% of poverty. This is higher than the rate of 17.5% found in the Broome County senior population.

**2006 Federal Poverty Guidelines\***

Size of Household	100%	150%
1	\$9,800	\$14,700
2	\$13,200	\$19,800
3	\$16,600	\$24,900

\*2006 Health and Human Services Guidelines as published in Federal Register.

**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 Office for Aging in 2006, over 45% were people who live alone. This compares to the 24.8% that live alone in the Broome County 60+ population.

**Size of Household Served by  
OFA - 2006**



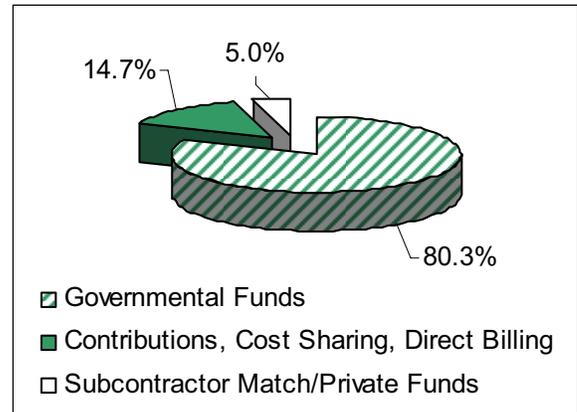
# Financial Management

The Office for Aging budget consists of 29 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.

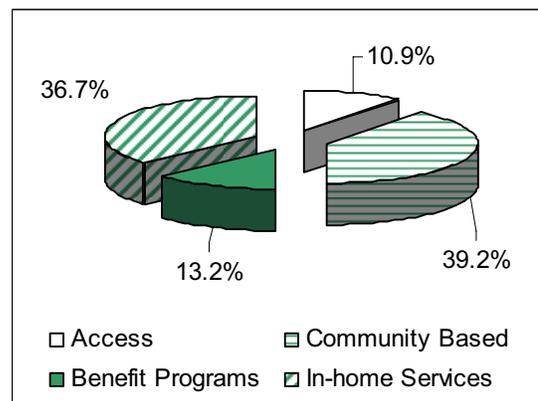
Government funding – especially federal and state – has been flat over the past several years. This trend continued through fiscal year 2006 for the federally-funded programs, while the programs funded by the state saw some cost of living increases. The state-funded EISEP program saw a large increase in funding, the second in as many years. The total agency budget increased to \$5,505,634, mainly due to the additional funding for state programs and the availability of more energy program dollars.

Client contributions and direct billing continue to play a major role in the Office for Aging’s funding, representing \$811,173, or 14.7% 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 –2006**



**Service Expenditure Areas – 2006**



Service expenditures were made within four categories. Office for Aging dedicated 36.7% of its expenditures to the provision of in-home services. A total of 39.2% of the funds were expended on community based programs, including the entire amount of The Robert Wood Johnson funding. Expenditures on access services comprised 10.9% of the budget and 13.2% was spent on benefits programs.

## Service Delivery Category

### Access

	<b>2006</b>
Caregiver Counseling	\$140,296
<i>Senior News</i>	\$45,592
I&A / Intake	\$355,529
<b>Total</b>	<b>\$541,417</b>

### Benefit Programs

	<b>2006</b>
Senior Community Service Employment Program (SCSEP)	\$252,089
Gaining Resources for Older Workers (GROW)	\$23,375
Home Energy Assistance Program (HEAP)	\$72,248
Home Repair Program	\$10,000
Foster Grandparent Program (FGP)	\$301,694
<b>Total</b>	<b>\$659,406</b>

### Community Based Services

	<b>2006</b>
Social Day Care	\$241,671
Legal Services	\$27,810
Long Term Care Ombudsman (LTCOP)	\$22,729
Congregate Meal Program	\$986,963
Transportation	\$157,011
Weatherization Referral, Assistance and Packaging (WRAP)	\$52,708
State Pharmaceutical Assistance	\$50,000
Health Insurance Counseling (HIICAP)	\$18,129
Health and Wellness (includes Medical Management and Senior Games)	\$65,832
Long Term Care Ins. Edu./Outreach	\$58,656
Aging Futures II Development	\$245,046
Volunteer Program	\$20,463
<b>Total</b>	<b>\$1,947,018</b>

### In-home Services

	<b>2006</b>
Home Delivered Meals Program	\$896,721
Personal Care/Chore Service	\$329,918
In-home Respite	\$38,354
Mental Health Counseling	\$26,951
Shopper Program	\$40,000
Case Management	\$487,987
<b>Total</b>	<b>\$1,819,931</b>

# Access

**Access Services 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.

During 2006 the Return to Home Program was fully implemented. This program helps fill a gap in the continuum of caregiver support. When care receivers leave the hospital after an acute care episode, the demands on their caregivers are likely to increase. Discharge planners from the two local hospital systems provide caregiver contact information to the Office for Aging. A caregiver specialist contacts the caregiver to discuss their situation and to provide information on programs and services which would benefit them. Follow-up calls are made at one, two and three months.

### Units of Service to Caregivers

	2006
Caregiver support groups	22
Caregiver discussions and training	30
Information and Assistance	548
Care receivers served through Return to Home Program	76
Respite hours provided	2,764
Transportation trips of care receivers to Social Adult Day Care	1,010

*Program Participants Write. . .*

**Caregiver Retreat**

“It helped me relax and be more confident in what I’m doing.”

**Return to Home Program**

“The calls from the Office for Aging helped me to know that I was not the only one out there doing this, and that services were there to help me. The calls made me feel confident in my role.”

**Late-Blooming Handywoman**

“I just spent \$40 to stop a bathroom faucet leak. I feel I can do it myself now.”

**Making Life Easier with Handy Devices**

“Many of these devices will be useful to me.”

**Highlights**

- ✓ Caregiver Services offered two new workshops. *What’s Under Your Hood?* was attended by 15 senior women and *How to Balance a Checkbook* was filled to capacity with 12 hands-on learners.
- ✓ Ten evening programs were offered to educate and support caregivers.

**Outcome Measures**

- ❑ Forty-seven percent (47%) of the caregivers served in the Return to Home Program were in their first year of caregiving and received information and support sooner than is standard for their new role.
- ❑ Initially, 57% of caregivers in the Return to Home Program reported that they felt stress some of the time. After the program, the number of caregivers reporting they sometimes felt stress had dropped to 48%.
- ❑ Caregivers in the Return to Home Program initially reported feeling depressed 73% of the time. After the program the number dropped to 57%.
- ❑ One hundred percent (100%) of those attending the Community Services for People with Vision Impairments workshop reported that they understood how to better help the person they were caring for.
- ❑ Ninety-two percent (92%) of caregivers attending the Caregiver Retreat who responded to the survey reported that they learned something that will help them in their caregiving.

**Information & Assistance and 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 members provide information and make referrals to other units within Office for Aging or to other community service providers. Information & Assistance representatives visit senior centers and make visits to homebound individuals to answer questions and to provide assistance with forms, applications, referrals and other specific tasks.

Information is also made available through the monthly publication of the *Senior News*. A total of 7,500 papers is 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 Services Units of Service - 2006**

Service	Units/ Contacts	Clients Served
Information	1,543	903
Referrals made	3,961	1,923
Case assistance	15,558	4,492
<i>Senior News</i>	96,500	12,400

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

Service	2006
Incoming telephone calls	11,459
Walk-in contacts	762
Senior center contacts	504
Home visits	1,596
Other*	9,966

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

**Unduplicated Clients Served**

	2006
I&A	1,109
Intake	4,247

**Highlights**

- ✓ Considerable information and assistance was provided to help seniors fulfill their basic needs and recover from severe flooding that occurred in June and November.
- ✓ Staff responded to requests for assistance with a variety of issues including: Medicare Part D prescription drug coverage, health insurance, financial benefit programs, transportation, housing, home care, mental health and caregiving.
- ✓ Over the course of 2006, the Senior Resource Line took nearly 11,500 calls.

*Family members write . . .*

"I appreciated your visit to our home to speak with my husband about the tax bill increase. This has been a great concern of his. Thank you for listening to his concerns with compassionate understanding. I want you to know that your time was truly helpful for my husband. He now feels that someone else listened to his concerns and is just not giving him lip service."

"I appreciate all the help you have given my grandmother. Thank you for all that you do. You are greatly appreciated."

*Clients write . . .*

"I received the ID card. Thank you so much for all your effort and time in helping me get it. I look forward to dealing with you again should I need help in the future."

"I just want to thank you for all the work you did in getting my medications for me and helping me through Medicare Part D. My prescriptions are all coming in right when they're supposed to. I want to thank you very much for that."

# 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

	2006
Unduplicated count	72
Number of new Foster Grandparents	10
Hours of service	62,253
Number of children served	344
Number of volunteer stations	20

### Highlights

- ✓ Seventy-two Foster Grandparents provided 62,253 hours of volunteer service at Broome County schools and day care centers.
- ✓ Foster Grandparents assisted 344 children with exceptional or special needs.

### Outcome Measures

- Eighty-seven point five percent (87.5%) of Foster Grandparents reported that their quality of life improved as a result of the program.

### *A Foster Grandparent Writes. . .*

"I have made a lot of new friends, both adult and children, people I would have never been aware of, if not for the program. Everyone makes me feel as though I'm a part of a new family."

## 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.

### Highlights

- ✓ There were 568 employer/worker job matches made in PY 05/06.

### GROW Units of Service

Unit	PY 05-06
Job matches	568
Unduplicated workers	162
New job seekers	77

### *GROW Workers Comment. . .*

"I loved meeting and helping the seniors I met through GROW. 'Mrs. Smith' was a huge blessing to me. I hope I was to her. The 'Browns' were great."

"The GROW program is great. I have met some wonderful people and have helped keep myself afloat."

### GROW Jobs Filled

Job Title	PY 05-06
Repair / maintenance	219
Yard work	110
Companion	93
Housekeeping	59
Snow / ice removal	21
General chore	20
Driver	20
Personal care	17
Other	4

## Home Energy Assistance Program (HEAP)

HEAP assists low-income individuals with their home heating costs. Those who are age 60 and older, or who are disabled and receive Supplemental Social Security Income (SSI) or Social Security Disability (SSD), 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 their rent. The amount of benefit is based on income and the type of heating fuel used.

### HEAP Units of Service

	2005-2006
Applications received	2,866
Applications approved	2,469
Total benefits awarded	\$759,110

### Highlights

- ✓ Benefits were approved for 2,469 clients for a total benefit amount of \$759,110 during the 2005-2006 season.
- ✓ Soaring utility charges continue to attract first-time applicants to this program.

### *A HEAP Client Writes . . .*

“We were victims of the June 2006 flood and have been struggling . . . your help is definitely appreciated.”

## 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

	PY 05-06*
Jobs off the program	21
Hours of service	34,093
Wages paid	\$200,141

\*Covers 15 month period from July 1, 2005 through September 30, 2006

### Changes

In the spring of 2006, the Department of Labor (which administers the federal funds for this program) decided on a massive redistribution of SCSEP slots among the 16 national agencies which run the program. The National Council on Aging, which has – since its inception – operated SCSEP through a subcontract with the Office for Aging, lost the Broome County slots in the redistribution. On September 30, all active SCSEP participants were transferred to the new operator: Experience Works. The Office for Aging no longer has an SCSEP project.

# Community Based Services

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; neglect; or financial exploitation.

### At Risk Elders Receiving Case Assistance from OFA

	2006
Unduplicated elders identified as at-risk by OFA	170
At-risk elders for whom intervention prevented need for OFA referral to Adult Protective Services	161
Percentage of at-risk elders for whom intervention prevented need for OFA referral to Adult Protective Services	95%

### Elder Abuse Prevention Activities - 2006

Activities	Number
Referrals to Adult Protective Services	32
Consultations with Adult Protective Services	27
Cases	64
Unduplicated Clients	61

### Description of Referrals Made to Adult Protective Services

Type	Cases
Self-neglect	20
Abuse and neglect by others	12

## 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

	2006
Nutrition counseling sessions	285
Nutrition education sessions	107
Flu shots administered	900
Health promotion sessions	5,587
Recreation sessions	12,623
Senior Games participants	434

### *A Mission Meltaway Participant Writes. . .*

“My doctor looked over the program and was very impressed with it.”

“The program was exactly what I needed to get me going and I found it to be the very best: truly the easiest to follow and stay with as a way of eating. I feel good and look so much better.”

### Highlights

- ✓ Thirty more facilitators were trained to run Mission Meltaway in the community.
- ✓ Many positive changes were made to the Senior Picnic which was held at Broome Community College this year. Support from sponsors continues to grow.
- ✓ Senior Games volunteers and staff raised almost \$3,000 to support the program.
- ✓ After being featured in a web conference seminar for Steps to Healthy Aging, people across the country asked for more information on making senior community center meals healthier.

### Outcome Measures

- One hundred percent (100%) of surveyed Mission Meltaway participants reported that they plan to continue to lose weight by eating healthy and exercising.

## Health Insurance Information Counseling and Assistance Program (HIICAP)

HIICAP recruits and trains volunteers who counsel and assist seniors and their families with making informed health insurance 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

	2006
Individual counseling sessions	1,545
Education programs	82
Attendees at educational events	2,157
Estimated savings	\$309,000
Volunteer hours	1,005

### Highlights

- ✓ In 2006, 120 professional agencies contacted HIICAP for health insurance information.
- ✓ Broome County residents counseled by the HIICAP program saved an average of \$200 per person.

## 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

	2006
Units of repair	265
Households served	30

### Highlights

- ✓ In 2006, a total of 265 repairs were made. These repairs affected 30 different low-income homes.
- ✓ 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 receiving safety related repairs feel 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

	2006
New Cases	312
Cases resolved	249
Hours of service	500.5
Clients served	154

### Types of Service

	2006
Wills	41%
Powers of Attorney	31%
Consumer debt	11%
Health Care Proxy	9%
Housing	5%
Family law	1%
Living Will	1%
Miscellaneous *	1%

### *A Client Writes...*

"I now have a new will that I needed, a Power of Attorney and Health Proxy. I also was able to stop creditors from hounding me. Thank you for your help."

### Outcome Measures

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

## Long Term Care Insurance Education and Outreach Project (LTCIEOP)

LTCIEOP uses trained volunteers to counsel and help seniors and their families make informed decisions to meet their long term care needs. These volunteers provide free information on planning and financing long term care insurance. This project is provided through a contract with Action for Older Persons, Inc.

### LTCIEOP Units of Service

	2006
Contacts	1,713
Clients counseled	36
Educational programs offered	20

### Outcome Measures

- ❑ Forty-four percent (44%) of those who completed evaluation forms reported they were more likely to purchase a long term care insurance policy as a result of the counseling.
- ❑ Twenty-seven percent (27%) of the same group reported they had already purchased a policy.
- ❑ Ninety-eight percent (98%) of seminar attendees expressed a better understanding of ways to pay for their long term care.
- ❑ Seventy percent (70%) of seminar attendees stated they are more likely to plan ahead for long term care rather than wait for a crisis.

## **Long Term Care Ombudsman Program (LTCOP)**

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

### **LTCOP Units of Service**

	<b>2006</b>
Number of volunteers	21
Volunteer hours	1,665
Facilities served	*32
Complaints received	647
Clients served	328

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

### **Highlights**

- ✓ In 2006, the number of volunteers increased to 21 certified ombudsmen.
- ✓ Because of the increase in LTCOP certified volunteers in 2006, they were able to serve two enriched housing programs in addition to their other facilities.

## Senior Community Centers

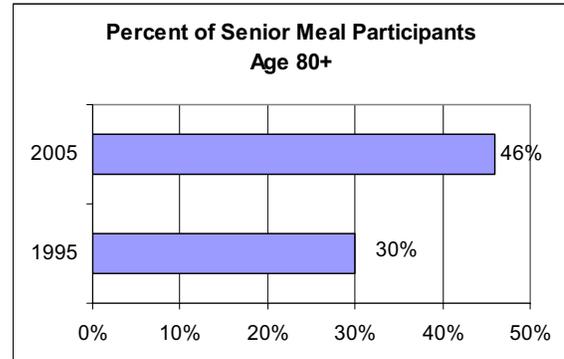
The Broome County Office for Aging operates seven senior community centers directly, three centers through partnerships with other agencies, and provides meals for one additional center. Centers provide socialization opportunities, nutritious meals, and numerous health and wellness activities. The centers provide a convenient location for individuals who need to access the information and assistance that will help seniors maintain their independence and remain active in the community.

### Senior Community Centers Units of Service

	2006
Total meals served	119,763
Average meals per day	489
Average meal contribution	\$2.12

In the past, the centers were primarily a source of a healthy meal and socialization for participants who were likely to be eating lunch at the center three to five times a week. Today's senior community centers offer a variety of health and wellness activities in addition to the meal. Instead of coming to the center for lunch almost every day, today's participants are more likely to come to the center less frequently as they choose specific activities that fit into their lifestyles.

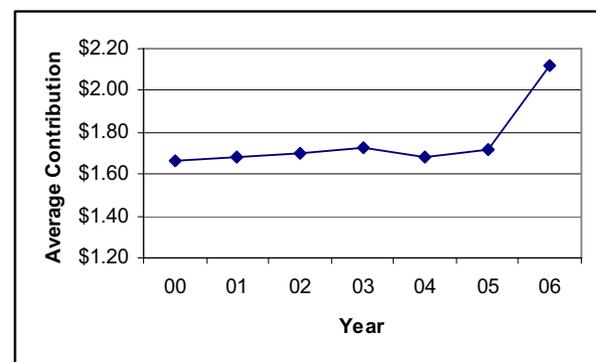
The demographics of senior community center participants have changed over time. In 1995 only 30% of the participants were age 80 or over; by 2005, 46% of the participants had reached their 80<sup>th</sup> birthdays.



Forty-five percent (45%) of senior community center participants live alone; and 40% of the participants are widowed.

In 2006, the suggested contribution rate was raised from \$2.00 per meal to \$2.50 per meal. Office for Aging staff members educated participants on the importance of contributions in maintaining the program. The average participant contribution per meal went from \$1.72 in 2005 to \$2.12 in 2006.

### Average Per-Meal Contribution 2000 - 2006



### **Highlights**

- ✓ A total of 119,763 meals were served to approximately 6,000 seniors at the congregate meal sites.
- ✓ As a result of the increase made in the suggested contribution rate, the average participant contribution per meal went from \$1.72 in 2005 to \$2.12 in 2006. The agency provided education on the importance of contributions to this program.
- ✓ The Office for Aging worked with the City of Binghamton to consolidate senior center services in our community. In 2006, Office for Aging began providing meal services to Greenman Center in Binghamton. This streamlined food service production and reduced duplication of effort between the county and the city.
- ✓ The Office for Aging worked with agencies and municipalities in the Deposit area to continue efforts to plan for a community center in Deposit. A new center would facilitate the provision of more health and wellness activities for seniors in that area.
- ✓ Volunteers continue to make a vital contribution at the centers: a total of 45,256 hours were donated by senior volunteers.

### **Outcome Measures**

- Ninety percent (90%) of surveyed senior center participants reported that the senior centers keep them feeling more connected to people.
- Sixty-nine percent (69%) of senior center participants reported that they feel that they eat healthier as a result of consuming meals at a senior center.
- Fifty-one percent (51%) of senior center participants report that having lunch at the senior center helps them to stretch their household's financial resources.

### *A Center Participant Writes. . .*

"If someone at the center has a problem, the staff is there to help. Everyone coming into the center is made to feel welcomed. People are always greeted with a smile and many activities are planned and enjoyed."

## 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 to a group and to renew their self-esteem – while offering caregivers respite.

### Social Adult Day Care Units of Service

Sites	2006
Hours of service	42,217
Clients Served	136

### Highlights

- ✓ Participants needing assisted transportation to get to the Social Adult Day Care program had more options for service when Catholic Charities extended their assisted transportation program at the Endwell site to cover Fridays.
- ✓ To meet the growing need for service made evident by our waiting list, we made arrangements to move our Endwell site to a larger space. The new location was made ready for the program; the move will take place in January 2007.

### Outcome Measures

- One hundred percent (100%) of surveyed caregivers reported that the program had enabled them to maintain their role as a caregiver.
- One hundred percent (100%) 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.

### *Caregivers Write. .*

“I truly believe I would have had to make the choice for Mom to go to a nursing home – or I would have had to leave my job – if she did not attend this wonderful program.”

“Mom has come out of her shell and lonely existence; she now has something meaningful in her life with other people besides me. It makes me happy to see her smile and enjoy herself.”

## 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 people who are physically challenged. Reservations are scheduled on a first-come, first-served basis and are accepted up to two weeks in advance.

### Transportation Units of Service

	2006
Unduplicated clients served	563
Number of rides provided	20,298

### Type of Trips

	2006
Shopping	29.9%
Medical appointments	28.2%
Personal business	19.3%
Senior center	18.3%
Recreation	3.0%
Miscellaneous	1.3%

### Highlights

- ✓ A total of 20,298 rides were provided during 2006.
- ✓ Of the clients transported, more than 57% were age 80 or older, 85% were women, and over 74% live alone.
- ✓ Over 28% of the transportation 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 Office for Aging services, such as home delivered meals, adult day care, and senior community centers.

### Volunteer Services Units of Service

	2006
Volunteer hours donated	80,209
Full-time equivalent workers	41.1
Dollar value of volunteer time	\$1,447,724
MOW volunteer hours	22,415

### Highlights

- ✓ Office for Aging volunteers provided 80,209 hours of unpaid service, valued at \$1,447,724 using Point of Light dollar value of \$18.05 per volunteer hour.
- ✓ Services provided by volunteers translated to the equivalent of 41.1 full-time workers.

## 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

	2006
Dollar value of WRAP services provided	\$417,746
Referrals to other agencies	625

### *A WRAP Client Writes. .*

"I couldn't be more pleased with the people doing the work and the work they did. I hope the program can continue and other people have as good results as I have had."

### 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.
- ❑ One hundred percent (100%) of surveyed clients reported that the repairs made their homes safer.
- ❑ Ninety-three percent (93%) of surveyed clients reported that their homes were at a more even temperature after the repairs were completed.

### Highlights

- ✓ WRAP leveraged \$417,746 in repairs and home improvements for seniors in Broome County.
- ✓ In 2006, six 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.

# 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, Expanded In-home Services for the Elderly Program (EISEP), 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 Units of Service

	<b>2006</b>
Unduplicated clients served	1,222

### In-home Services Unit Activities

<b>New Service Starts</b>	<b>2006</b>
Case Management only	75
In-home care	169
New referrals to IHSU	521
New referrals to MOW	252

### In-home Services Unit Hours of Service - 2006

<b>Type of Service</b>	<b>Hours</b>
Housekeeping/personal care	25,327
Case management	5,892

### **Highlights**

- ✓ During 2006, 1,222 older adults were served by the In-home Services Unit. Each of these seniors received case management services.
- ✓ Forty-two caregiving families received a total of 2,392 hours of respite services that provided them with needed time for themselves.
- ✓ In-home Services provided 25,327 hours of personal care and housekeeper/chore service to 287 clients.
- ✓ Seventy-three clients living alone or at risk of falling received a Personal Emergency Response Unit.

### *A Client Writes. . .*

“The services provided by EISEP have been a blessing for me because physical limitations make it difficult for me to do many tasks. In an effort to continue to live in my home, at least for a few more years, I welcome all the help I can get.”

### *A Family Member Writes. . .*

“I have to say that your Saturday afternoon visit in August changed the course of events in our lives. I feel fortunate to have you in our life circle and feel indebted to you for your skill and training. The world – at least Binghamton – is a better place because of you.”

### **Outcome Measures**

- One hundred percent (100%) of clients surveyed receiving home services reported that these EISEP services had helped them cope with their problems.”
- Eighty-eight percent (88%) of clients surveyed receiving home services rated the quality of the aide service provided by the program as good to excellent.
- One hundred percent (100%) of clients surveyed who received only case management services, or only respite services, reported that the services they received were extremely helpful.

## Home Delivered Meals Program

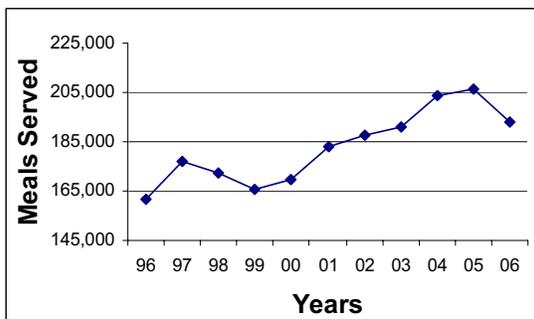
The Home Delivered Meals Program, commonly known as Meals on Wheels, is designed to improve and sustain the nutritional status of elderly homebound individuals who are unable to prepare their own meals. Volunteers deliver a hot lunch and cold supper Monday through Friday, as well as frozen, re-heatable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

Over the last ten years, there has been a dramatic increase in the percentage of the home delivered meal recipient population aged 85 years of age and older receiving meals. In 1996, only 11% of the population was 85 years and older. In 2006, 40% of the population was 85 years old or older. Other changes in the population include a rise in the number of people living alone; ten years ago 52% of those served lived alone, today 64% of those served live alone.

### Home Delivered Meals Units of Service

	2006
Clients served	819
Meals served	193,034

### Number of Meals Served 1996 - 2006



In 2006, the number of meals served declined somewhat from the previous year. However, when compared to meals served ten years ago, the number served has grown substantially.

### Length of Stay for Clients Served - 2006

Length of Stay - Months	Number Clients*	Percent Clients
<45 days	135	16%
45 days – 3 months	96	11%
3-6	118	14%
7-12	108	13%
13-24	156	19%
25-36	84	10%
37-48	52	6%
49-60	27	3%
61-72	19	2%
73+	30	6%
<b>Total</b>	<b>*842</b>	<b>100%</b>

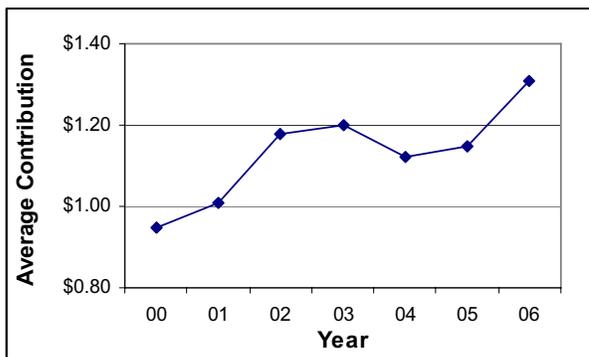
\* Not unduplicated – some clients enroll, discharge, and then re-enroll in the same year.

### Age of Home Delivered Meals Clients – 2006

Age	Percent
85+	40%
80 – 84	23%
75 – 79	15%
70 – 74	9%
60-69	13%

## Home Delivered Meals Program

### Average Contributions Per Meal – 2000 - 2006



### Outcome Measures

- ❑ Eighty-seven percent (87%) of surveyed clients report that they are eating healthier as a result of the home delivered meals program.
- ❑ Eighty percent (80%) of surveyed clients receiving home delivered meals report that the program helps keep them in better health.
- ❑ Seventy-eight percent (78%) of clients receiving home delivered meals report that the program has helped them remain living in their homes.

### *A Home Delivered Meals Client Writes. . .*

“Thanks so much for all you do for me. You furnish me with attractive meals and pleasant smiles when you greet me at the door. How lucky can an 80 plus woman be!”

### Highlights

- √ Broome County’s Home Delivered Meals Program served over 193,000 meals to homebound elderly in the community. There has been a 50% increase in the number of meals delivered when compared to ten years ago.
- √ As a result of the increase in the suggested contribution rate, the average participant contribution per meal went from \$1.15 in 2005 to \$1.31 in 2006. In addition to providing education to the clients about the importance of their meal contributions, the agency reached out to the community by soliciting donations to the program from local business. These actions significantly enhanced revenue to better support this program.
- √ Volunteers continue to be essential to the continuation of the Home Delivered Meals Program. Nearly 23,000 hours were donated by volunteers who delivered meals to homebound seniors throughout the community.
- √ Broome County enhanced meal service and delivery systems by utilizing a new automatic delivery system so as to provide new microwavable, easy-to-use meal containers to home delivered meal clients.

## 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 2006, 186 unduplicated clients received in-home counseling through the HOME program.
- ✓ Close to 1,000 hours of counseling were provided to elders by The Family & Children’s Society.

### Family & Children’s Society In-home Mental Health Counseling Units of Service

	2006
Hours	970
Unduplicated clients	60
New clients	30

### HOME Program Units of Service

	2006
Referrals received through Intake	210
Cases closed	210
Unduplicated clients for closed cases	186

### Primary Presenting Problems\* for Closed Cases HOME Program

	2006
Depression	99
Anxiety	84
Confusion	83
Unusual behavior	80

\*Up to three primary problems may be identified for each case.

### Outcome Measures

- One hundred percent (100%) of surveyed HOME clients rated the program as good or very good.
- One hundred percent (100%) of HOME clients at time of closure had a reduced risk level or a stabilized presenting problem.
- Ninety-four percent (94%) of elders served through the Family and Children’s program did not need a higher level of care while receiving counseling services.
- Seventy-seven percent (77%) of elders served by The Family & Children’s Society program demonstrated fewer symptoms of depression and anxiety as a result of counseling services provided.

### *A Client Writes. . .*

“The HOME program is reliable and effective. It offers good suggestions to the client. I am glad I used the program. Thank you for caring about me.”

## 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. Office for Aging subcontracts services with the American Red Cross, Southern Tier Chapter. The program uses volunteers to shop for homebound seniors throughout Broome County.

### Most Prevalent Health Problems - Shopper Clients

Arthritis	65
Breathing problems	25
Diabetes	25
Heart problems	39
High blood pressure	42

### Shopper Clients by Age 2006

Age of Clients	Number Clients
60-64	4
65-74	21
75-84	37
85+	37
Total unduplicated clients	99

### Highlights

- ✓ Volunteers made 4,072 one-way shopping trips on behalf of 99 frail, homebound elders.
- ✓ Eighty-six percent (72%) of shopper clients live alone.

### *Shopper Clients Write. . .*

“With this service I don’t have to worry about shopping any more. I must thank you for this service.”

“This service has helped make it possible to stay in my home.”

“My shopper is extremely competent, friendly, respectful and polite. She is a bright spot in my day.”

### Outcome Measures

- Eighty-nine percent (89%) of clients surveyed reported that the Shopper Program makes them more self sufficient / independent.
- Ninety-three percent (93%) of clients surveyed expressed overall satisfaction with the program.

## **Contract Agencies - 2006**

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

## **Advisory Council Membership**

### ***Broome County Office for Aging Advisory Council – 2006***

Margaret Buck	Keith Heron	Mary Lou McPhail
Kathy Cramer	Bernard Levy	Maria Motsavage
Tommye Durham	Jamye Lindsey	Doris Render
JoAnn Freer	Pat Macumber	Margaret Turna

### ***Foster Grandparent Advisory Council – 2006***

Ron Dillingham	Laurie Skinner	Marilyn Weiner
Peter Fuerst	Rosemary Swarts	Gail Wellman
Tim McMullin	Irene Whipple	Mary Zulko
Debbie Miller		

### ***Senior Center Steering Committee – 2006***

Bud Barshow	Bud Henecy	Harley Schroeder
Bob DeMaria	Eveyln Henecy	Alice Thompson
Sue Gehm	Don Jones	Eva Wincek
Ruth Hauptman	Al Kline	Gene Wincek