

Broome County
**Office for
Aging** 

...bringing seniors and services together

Draft Plan for Services 2024-2028

October 2024

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State of New York County of Broome Government Offices

Office for Aging

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The Broome County Office for Aging Plan for Services 2024 – 2028 outlines the identified needs of older adults and caregivers in our community. It details the activities that the Broome County Office for Aging (BCOFA) plans to undertake during the next four years to address some of these needs.

The population trends in Broome County cannot be ignored. We have more older adults living in Broome County than the state's average. Between 2010 and 2020, the 60+ population in Broome County increased by 5%. The 2020 American Survey estimates show that the 60+ population makes up 27.80% of the total population. Additionally, the BCOFA data shows that it serves 18% of the 60+ population. This number increases when looking at the 85+ population. BCOFA serves 23% of this population in Broome County. Staff report that they frequently work with older adults in their late 80s and 90s with no local family supports. The lack of informal supports for this population make it difficult to age in place. Some older adults living on fixed incomes often have no additional resources to cover expenses associated with aging in the community.

When coupling the demographic changes with needs identified through our needs assessment process, BCOFA selected three priority focus areas for the next four years. These include social isolation prevention initiatives, communication and information sharing, and integration of traditional community-based aging services with medical systems of care for a person-centered approach. These focus areas provide an opportunity for innovative programs and community collaborations to help older adults age successfully in their homes. During the COVID-19 pandemic older adults navigated social isolation and loneliness issues which negatively impacted their physical and mental health. Access to information about available supports continues to be crucial to help older adults connect to appropriate service providers. Another area of focus for BCOFA is establishing collaborative partnerships with local health care providers to ensure closed loop communication and efficient connection to community services. This will support the medical care plan and lead to more positive outcomes for the client.

BCOFA through funds received through the Older Americans Act (OAA), provides services that support older adults and caregivers to help them remain healthy, socially engaged and independent in their communities. BCOFA collaborates with other community organizations to identify opportunities that enhance and expand the OAA funded programs and services.

We invite the community to work with BCOFA in addressing the needs of older adults and caregivers, improving the quality of life of older adults, and helping us prepare for a growing older population.

Sincerely,

Mary Whitcombe-Turbush
Director

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Section I

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
- Encourages age friendly county wide planning

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, the Federal Corporation for National Service, the N.Y.S. Department of Health and the Administration for Community Living.

Section II

How the Plan was Developed

The Broome County Office for Aging Plan for Services 2024 - 2028 is a comprehensive overview of demographic information, internal data analysis, needs assessment findings, detailed program descriptions, budget, and projected number of service units Office for Aging and its subcontractors will deliver in the state fiscal year 2024 - 2025.

The following sources of data were used to develop the Plan for Services 2024 - 2028:

BCOFA reviewed data available from several sources:

1. Community Assessment Survey for Older Adults (2023)
2. NY Connects calls and most frequently discussed topics (2023-2024)
3. Broome County Social Isolation survey (2023)
4. Transportation Focus Groups (2023)
5. Input from Advisory Council members, staff and contractors (ongoing)
6. Input from the Public Hearings (2023 and 2024)

Information obtained from these sources allowed us to evaluate what issues have a significant impact on the lives of Broome County older adults. Identifying needs and gaps in services served as a guide for developing goals and objectives for the four-year planning period. The majority of goals, objectives and actions are defined by services and programs funded by the Older Americans Act and are detailed in the Action Plan section of this document. Three additional priority focus areas are included in this plan.

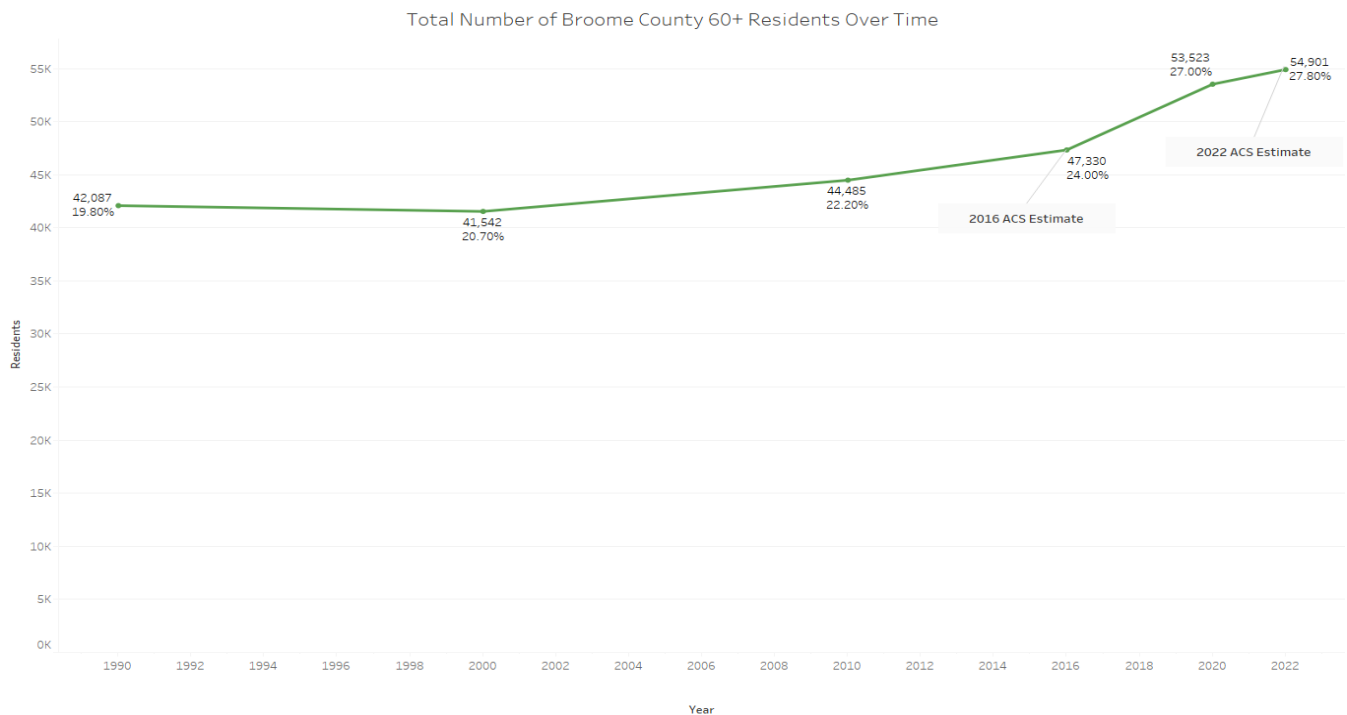
The Plan for Services 2024-2028 includes activities funded by the Administration on Aging and the New York State Office for Aging using Older Americans Act, Community Service for the Elderly, Expanded In-home Services for the Elderly Program, and Congregate Service Initiative funds. Broome County Government has also made a significant commitment to supporting aging services by funding activities included in this plan.

Section III

Demographic Portrait of the Older Population in Broome County

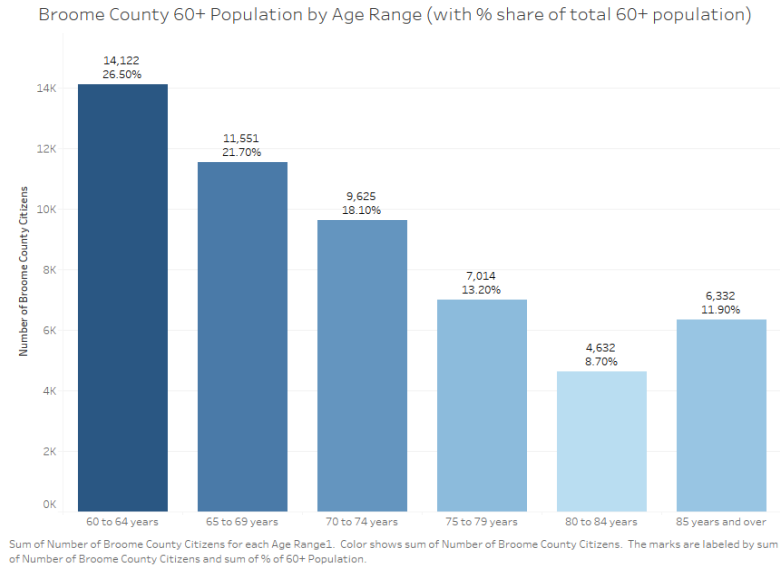
Analysis of available Census data established several important older population trends in Broome County:

- Broome County 60+ population is growing. Per the most recent 2020 Census the 60+ population makes up 27% of the total Broome County population which is a 5% increase from 2010.

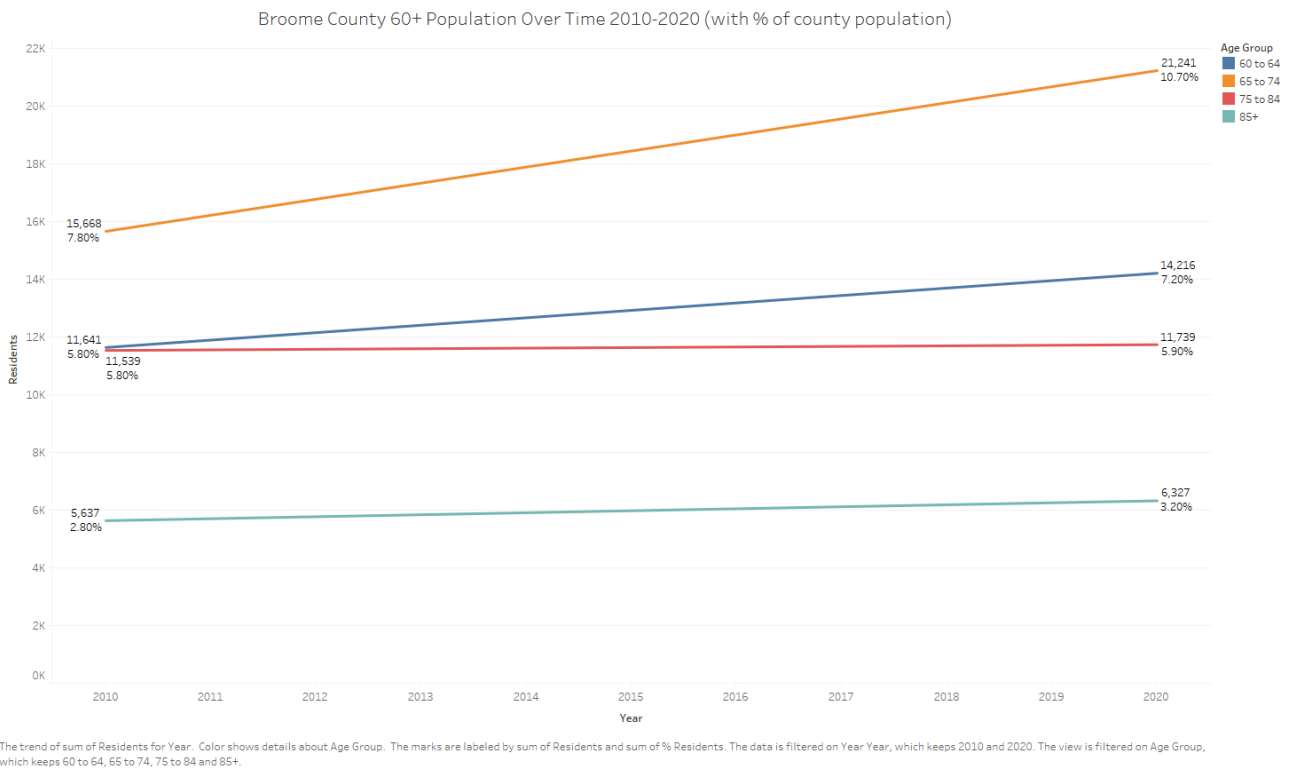


The trend of sum of Residents for Year Year. Color shows details about Age Group. The marks are labeled by sum of Residents and sum of % Residents. The view is filtered on Age Group, which keeps Total 60+.

- Per the 2022 5-year American Survey Estimates the largest number of older adults is between 60-65 years old followed by the 65 – 69 year olds.



- When comparing to the 2010 Census, the 2020 Census data estimates show the most significant increase in the 65-74 age group followed by the 60+64 age group. The 75-84 and the 85+ age group shows a slower growth.



- Endicott, Vestal and Binghamton (13905) had the highest concentration of the 60+ population per the 2022 5-year American Survey estimates.

ZIP Code	#
13760 Endicott	12,550
13850 Vestal	7,152
13905 Binghamton	6,835
13790 JC	5,249
13903 Binghamton	5,042
13901 Binghamton	4,958
13904 Binghamton	2,561
13865 Windsor	1,908
13787 Harpursville	1,188

Age Data

For Office for Aging programs that collect client characteristics, the following age-related data is available and presented in Table 1 below.

Table 1: Age Data Breakdown

Age	2022 ACS Estimates	Clients Served by OFA in 2023 (with age data known)	Percent of Total 60+ Population Served
60+	53,276	9,265	18%
75+	17,978	3,883	22%
85+	6,332	1,437	23%

Targeted Populations

The Office for Aging is federally mandated to assure that certain targeted populations (which have been identified as most likely to need services) receive services in proportion to their presence in the Broome County senior population. The targeted senior populations include women, racial or ethnic minorities, low-income individuals (at or below 150% of the federal poverty level) and those with the greatest social need (currently measured by counting those who live alone). Table 2 shows total clients served by OFA in 2023 as well as totals and percentages for clients served in the targeted population categories. Totals and percentages for the targeted population categories represent OFA clients who provided information about their age, gender, live alone and poverty status, race and ethnicity. Clients who provided this information to OFA can select multiple racial categories when enrolling with OFA. Table 3 shows the 2022 5-year ACS estimates for the 60+ targeted populations.

Data about the “live alone” status is available in Table 4. The 2022 ACS estimates that 43% of all Broome County households have a householder age 60+. Of these 34,292 households, 49.3% are non-family households that consist of a householder living alone or where the householder shares the home exclusively with people to whom he/she is not related. 45.3% of these non-family households have a householder age 60+ who lives alone.

Table 5 provides information about the 2024 Federal Poverty levels. Table 6 offers information about source of income for households with a householder age 60+.

Table 2: Targeted Populations Served by OFA in 2023

Targeted Populations	Total number of clients with a known age, gender, poverty, live alone, race and ethnicity	% of total clients served
Total served	10,478	100%
Total 60+ served	9,265	89%
Women	6,763	65%
Low Income (below 150% of Federal Poverty Level)	2,072	20%
Live alone	3,536	34%
American Indian/Native Alaskan	37	0.35%
Asian	54	0.52%
Black or African American	237	2.26%
Native Hawaiian/Other Pacific Islander	4	0.04%
White - Hispanic	189	1.80%
White - Not Hispanic	5,071	48.40%
Race Missing/Not available	5,167	49.32%

Table 3: 2022 American Community Survey Estimates for Targeted Populations in Broome County for Residents Age 60+

Broome County 60+ Population	Estimate	Percent
Total 60+	53,276	100%
Women	28,769	54%
Individuals age 60+ with a known Low-Income Status (n=51,609; low income defined as below 150% of the Federal Poverty Level)	9,238	18%
White	49,547	93%
Black/African American	1,598	3%
American Indian and Alaska Native	107	0.20%
Asian	1,119	2.10%
Native Hawaiian/Pacific Islander	0	0.00%
Some Other Race	266	0.50%
Two or More Races	799	1.5%
Hispanic or Latino	746	1.40%

2022 ACS 5-Year Estimates

Table 4: Data on Households with a Person Age 60+

Households Categories	Estimate	Percent
Total households in Broome County	81,339	100%
Households with a Householder age 60+	34,292	43%
Non-Family Households	16,803	49%
Householders living alone	7,561	45%

2022 ACS 5-Year Estimates

Table 5: 2024 Federal Poverty Guidelines*

SIZE OF HOUSEHOLD	100% POVERTY MONTHLY INCOME	150% POVERTY MONTHLY INCOME
1	\$1,254	\$1,883
2	\$1,702	\$2,555
3	\$2,151	\$3,228

*2023 Health and Human Services Guidelines as published in Federal Register.

Table 6: Older adults' source of income

Households with income in the last 12 months	Number	%
Total households with income	81,339	100%
Households with a householder age 60+	34,292	43%
- With earnings	15,431	45%
- With Social Security Income	26,092	76%
- With Supplemental Security income	2,058	6%
- With Cash public assistance	1,097	3%
- With retirement income	20,575	60%
- With Food Stamps/SNAP benefits	4,458	13%

In 2023 the Office for Aging provided services and benefits for 15,478 individuals. This number includes 10,478 individuals who provided consent to be entered in the Office for Aging Client Data System and an estimated 5,000 individuals who received services and did not provide consent to have their information recorded. Out of the 10,478 individuals OFA served 1,189 were underage of 60.

Section IV

Community Profile: A Description of the Main Issues Affecting Broome County Older Adults

Overview of Needs Assessment Methods

To define the main issues affecting older adults in Broome County BCOFA utilized several data sources to help us gather diverse information about older adults in Broome County including those who are underserved, unserved and in greatest economic and social need. BCOFA reviewed data available from several sources:

1. Community Assessment Survey for Older Adults (2023) - 465 clients
2. NY Connects calls and most frequently discussed topics - 5222 clients
3. Broome County Social Isolation survey – 105 cliens
4. Transportation Focus Groups- 18 clients
5. Input from Advisory Council, OFA staff and contractors
6. Input from Public Hearings in 2023 and 2024 – 59 clients

1. Community Assessment of Survey Adults was conducted statewide by NYSOFA.

Broome County results showed the following:

- Most significant difficulties as reported by surveyed older adults: 85% didn't know about services available to them in the community, 29% struggled with heavy or intense housework, 26% struggled with maintaining their health and 23% struggled with meeting their daily expenses.
- Most significant areas of assistance needed as reported by surveyed older adults: housing (42%), health (37%), information about available services (34%), reported healthcare (31%) and finances (28%).

2. Analysis of NY Connects/Office for Aging contacts: NY Connects helped 5,222 unduplicated clients and had 10,699 contacts with them in 2023.

Top Reasons People Contacted NY Connects	
1. Consumer and Caregiver Supports	53%
2. Home Based Services	36%
3. Residential/Housing Options & Supports	30%
4. Transportation	20%
5. Insurance/Benefits/Prescriptions	17%

- 3. Broome County Social Isolation survey** - The COVID-19 pandemic impacted older adults' and their socialization behaviors and feelings about wanting to socialize. Data shows a decrease in positive socialization behaviors and at the time of the survey it has not recovered to pre-pandemic levels. Surveyed older adults reported decrease in how often they leave their homes after the pandemic. Surveyed older adults also reported feeling lonelier after the pandemic than before. Similar trends can be seen in how often they communicate with family & friends and how comfortable they felt being out in the community. More older adults reported using online programs post pandemic than before. 54% of the surveyed older adults reported that their social health worsened because of the pandemic.
- 4. Transportation Focus groups** - 18 people participated: 9 in the Rural transportation group and 9 in the suburban group. Participants reported that rural transportation continues to be a need, accessible transportation for seniors in rural areas should be improved. The shared ideas:
- Bring back the use of commuter trains.
 - Work with doctor offices to be more accommodating for people using ride services so the rides are not missed due to appointments running over.
 - Create more grocery delivery services.
 - Work on group transportation for seniors that need to get into town.
 - City buses should run later in the evening.
 - Need more training about transportation options.
 - Need more volunteer drivers.
 - Train drivers on the needs of older adults so they have more patience.
- 5. Input from Advisory Council members, staff and contractors**
- limited home health aide workforce available to serve the growing older population.
 - limited availability of services in rural areas that are aging rapidly.
 - limited internet availability in rural areas to provide older adults with access to health care and information.
 - limited subsidized senior housing with accessible transportation options.
 - limited middle income senior housing in Broome County.
- 6. Input from Public Hearings held in 2023 and 2024**
- Older adults reported needing help with basic computer and phone literacy.
 - A suggestion was made to let participants know that senior centers offer free internet by placing posters at each table.
 - More one on one Medicare help.
 - Grief groups for widows.
 - More media promotion of OFA and the services provided.
 - Adding additional senior center in the Conklin/Kirkwood area.
 - Staff visiting the centers more.
 - Volunteer driver programs and carpooling.
 - More opportunities for social activities.

Section V

Priority Focus Areas

The Plan for Services 2024 – 2028 provides an overview and plans for Older Americans Act funded programs and services that address the needs of older adults. By analyzing data collected through the needs assessment process, three priority focus areas were identified and will be addressed by the Broome County Office for Aging, the Broome County Age-Friendly Project and coordination with community partners.

Three priority projects were selected to address in the following areas of unmet needs: social isolation prevention, communication and information sharing, and integration of traditional community-based aging services with medical systems of care for a person-centered approach.

1. Communication and Information Sharing

Older adults need up to date information to engage in social activities and stay informed. This includes emergency information such as senior center closures and other alerts.

Goal 1: Enhance education about existing community programs, services, and events among professionals and the public.

Objective 1: Create a series of short educational videos on a variety of topics such as housing, transportation options, volunteerism, socialization opportunities, and more.

Action Steps:

- OFA interns and/or volunteers will work with OFA program managers to develop interview-style videos about OFA program/services.
- Share videos on OFA’s YouTube channel, on Facebook, and on OFA’s website.

Objective 2: Continue to publicize programs/services and local events through the monthly “Mark Your Calendar” column in the Senior News.

Action Steps:

- OFA will research and compile a variety of local events when information is publicly available prior to the deadline for the next month’s Senior News issue.
- OFA will publish Senior News articles about community programs/services that benefit older adults and their caregivers.

Utilize digital Blooming Health platform to send alerts to subscribed individuals about upcoming events and activities at the local senior centers and/or community.

Goal 2: Enhance education about existing community resources, social and cultural opportunities, and events.

Objective 1: Promote existing sources of community information through digital, TV/radio, social media, print, and public speaking.

Action Steps:

- Publicize the “Broome Directory for Older Adults, Caregivers and Individuals with Disabilities” through traditional media such as the Senior News, press releases as well as through digital outlets and social media.
- Promote Broome County Office for Aging’s NY Connects service for individualized information and referrals through networking meetings and public outreach events.

Objective 2: Utilize digital Blooming Health platform to send alerts to subscribed individuals about upcoming events and activities at the local senior centers and/or community.

Action Steps:

- OFA will maintain the Blooming Health platform by signing up individuals who wish to receive alerts.
- OFA will promote Blooming Health to increase number of individuals who are subscribed.

2. Integration of traditional community-based aging services with medical systems of care for a person-centered approach.

Connecting older adults with needed services is crucial to helping them age in their homes for as long as possible. The value of BCOFA programs and services needs to be better understood by local health care systems to establish more efficient referral and reimbursement processes in preparation for the CMS sustainable payment model effective January 2025.

GOAL 1: Demonstrate the value of integrating traditional community-based aging services with medical systems of care for a more person-centered approach to care through community collaboration.

Objective 1: Work with local hospital systems and primary care offices on establishing contracts with OFA to connect their clients to services that address their non-medical needs.

Action Steps:

- Identify local hospital systems and/or primary care providers who are interested in these contracts.
- Develop a collaborative whole-person care model and closed loop of communication between Broome County Office for Aging (OFA) and identified Medical Primary Care Office that will result in better health outcomes and quality of life for older adults and their caregivers.
- Demonstrate the value of integrating traditional community-based aging services with medical systems of care for a more person-centered approach to care through community collaboration.

- Improve patients' access to needed community services while addressing their medical need to positively impact social drivers of health that can be time consuming for physicians and other medical staff.
- Position Broome County OFA to be ready for implementation of a newly approved CMS sustainable payment model effective January 1, 2025 for community-based organizations to be reimbursed for services provided to Medicare Beneficiaries.

3. Social Isolation Prevention

Older adults were greatly impacted by the Covid-19 pandemic. Social isolation issues were worsened and continue to be a growing issue. BCOFA has implemented a multifaceted approach to address various aspects of social isolation.

Goal: Older adults will have access to a variety of programs and services to help them alleviate the negative impacts of social isolation.

Objective: BCOFA will continue to operate the Social Isolation Program that plans activities to address social isolation among the older population.

Action Steps:

- BCOFA will continue to offer distribution of social isolation efforts including NYSA funded animatronic pets and ElliQ robots, Discover Live Tours at senior centers, access to virtual senior center programs such as Enliveo and Getset up.
- BCOFA will offer the Friendly Visiting program that connects isolated older adults with student interns who provide regular visitations or phone check ins to help older adults engage in conversations and activities they prefer.
- BCOFA will offer iPad and tablets loan out program to help older adults stay connected and informed.
- BCOFA will provide access to virtual arm chair travel classes through Binghamton University Lyceum streamed to local senior centers.

Section VI

Action Plan

The Office for Aging (OFA) Action Plan included in this Plan for Services 2024 - 2028 details nine goals and specific objectives that address these goals. This Action Plan provides details about Older Americans Act funded services in the 2024-2028 timeframe. It also provides details on initiatives that expand and strengthen Older Americans Act core programs that meet the needs of Broome County older adults and caregivers including grants from the Administration on Aging/Administration for Community Living Discretionary and Elder Justice Programs.

The Older Americans Act Core Programs offered by Broome County Office for Aging and its contractors are the following:

- **Access Services:** NY Connects and Information & Assistance; Case Management; Transportation; Health Insurance, Information, Counseling and Assistance (HIICAP); Private Pay Model
- **In-Home Contact and Support Services:** Expanded In-Home Services for the Elderly (EISEP); Community Services for the Elderly Program (CSE)
- **Supporting Aging in Place:** Age-Friendly Initiative; Naturally Occurring Retirement Communities (NORC)
- **Activities for Health, Independence and Longevity:** Foster Grandparent Program; Civic Engagement/Volunteering
- **Nutrition Services:** Nutrition Program for the Elderly
- **Title IID and Medicare Prevention Services** – Disease Prevention and Health Promotion Services; Sepsis Prevention
- **Supporting Caregivers:** National Family Caregiver Support Program; Respite; Caregiver Resource Center

Through provision of Older Americans Act funded services as well as programs funded through discretionary grants and collaborative partnerships, the Office for Aging will address the following goals in the 2024-2028 timeframe:

Goal 1: Further the vision of the Older Americans Act to cultivate innovative approaches reflective of local needs and preferences.

Goal 2: Enable older New Yorkers to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

Goal 3: Create an age friendly New York where home and community-based services are available and accessible to those who most need them, when they need them.

Goal 4: Ensure the rights of older New Yorkers and prevent their abuse, neglect, and exploitation.

Goal 5: Empower older New Yorkers to stay active and healthy through Older Americans Act services and those offered under Medicare.

Goal 6: Integrate COVID-19 lessons and adaptations into standard practice while preparing the aging network, and those served by the network, to successfully respond and adapt to future emergencies and disasters.

Goal 7: Promote equitable access to older adults in greatest social and economic need throughout all programs and services administered.

Goal 8: Support continuation and growth of state and local policy, programs, and investments that compliment and expand upon Older Americans Act programs.

Goal 9: Family caregivers will be recognized, assisted, included, supported, and engaged through a variety of programs so that they can care for their care receiver at home for as long as possible.

Detailed below are specific objectives for each of the seven goals the Office for Aging plans to undertake; these objectives and actions will help us achieve measurable outcomes. Some objectives are output based while others describe strategies, collaborative partnerships and desired benefits.

Goal 1: Further the vision of the Older Americans Act to cultivate innovative approaches reflective of local needs and preferences.

Objective 1: BCOFA will seek partnerships to expand Caregiver Respite sites that utilize community volunteers.

Action Steps:

- Yesteryears' Program Manager will continue to support existing Caregiver Respite Sites and promote them in the community.
- Yesteryears' Program Manager will offer REST Training to engage new volunteers who can support existing or new Respite sites.
- Yesteryears' Program Manager will work with the Volunteer Respite Programs to strive for them to operate independently of OFA after the initial training period.
- Support volunteer-based respite programs with technical, grant, and planning assistance.
- Yesteryears' Program Manager will promote existing respite sites.

Outcome 1: Each month, OFA Yesteryears' Manager will promote existing respite options to ensure their utilization by community caregivers.

Outcome 2: OFA Yesteryears' Manager will train and report the number of volunteers trained in REST.

Outcome 3: By 2028, there will be 2 (two) additional Respite sites with at least (1) one of them considered in a rural area.

Objective 2: Eligible Broome County older adults will have access to shopping assistance to support them in their homes.

Action Steps:

- BCOFA will promote the Shopper Program to eligible older adults.
- BCOFA staff will conduct assessments for the Shopper Service and make referrals to Faith in Action Volunteers.
- BCOFA manager will monitor contract performance to assure that this contract is being maximized.

Outcome 1: Each year BCOFA contractor Broome Council of Churches and its Faith in Action Volunteers Shopper Program will provide shopping service for 35 unduplicated older adults.

Objective 3: Older adults residing in rural areas will have access to transportation through a contract with Getthere Mobility Management.

Action Steps:

- If funding is available, OFA will contract with Getthere Mobility Management to supplement public transportation services offered in Broome County.
- OFA will promote Getthere services through various marketing efforts including but not limited to the Senior News, Successful Aging, NY Connects Directory, brochures etc.
- OFA and NY Connects staff will continue to educate callers about available transportation options including Getthere Mobility Management services.
- OFA and NY Connects staff will refer clients in need of travel training or additional assistance with transportation to community partners, including the local Mobility Managers from Getthere, Broome County's Mobility Management Organization.

Outcome 1: Each year, out of the total clients served through the Getthere contract 20% will reside in rural areas of Broome County.

Objective 4: BCOFA will continue to address social isolation issues by providing access to preventative programs and activities.

Action Steps:

- OFA will continue to operate the Social Isolation Program that plans activities to address social isolation among the older population. These programs and activities will include but not be limited to: distribution of Animatronic pets, tablets, ElliQ robots, the Friendly Visiting program, Discover Live World Tours, Virtual Lyceum classes and the Enliveo Virtual Senior Center program.
- OFA program manager will oversee the Friendly Visitation Program where student interns are matched with isolated older adults or older adults who receive care from their caregivers. Students conduct regular visits to engage older adults in activities and reduce their social isolation.
- BCOFA will purchase iPads to be loaned out to older adults who need to connect to virtual programming and/or medical care.
- BCOFA will utilize Blooming Health to share information about upcoming programs and activities with the goal of engaging older adults to help prevent social isolation.

Outcome 1: OFA Social Isolation Prevention Coordinator will track monthly efforts to address social isolation. This includes number of clients visited each month through the Friendly Visiting program,

number of pets and ElliQ robots distributed, number of Discover Live and/or Lyceum classes and number of promotional efforts to promote Enliveo/Getsetup.

Goal 2: Enable older New Yorkers to remain in their own homes with high quality of life for as long as possible through the provision of home and community-based services, including supports for family caregivers.

Objective 1: BCOFA will offer group respite through the Yesteryears program.

Action steps:

- Two Yesteryears locations will be available in the community.
- OFA Yesteryears' manager will promote the program by using Senior News, brochures, OFA's FB, community presentations.
- OFA staff will organize engaging activities to participants and offer a health lunch.

Outcome 1: Yesteryears will aim to serve 75 unduplicated clients annually.

Outcome 2: OFA Yesteryears' Manager will conduct (1) one promotional activity each quarter to increase program attendance.

Objective 2: BCOFA seek partnerships to expand Caregiver Respite sites that utilize community volunteers.

Action Steps:

- Yesteryears' Program Manager will continue to support existing Caregiver Respite Sites and promote them in the community.
- Yesteryears' Program Manager will offer REST Training to engage new volunteers who can support existing or new Respite sites.
- Yesteryears' Program Manager will work with the Volunteer Respite Programs to strive for them to operate independently of OFA after the initial training period.
- Support volunteer-based respite programs with technical, grant, and planning assistance.
- Yesteryears' Program Manager will promote existing respite sites.

Outcome 1: Each month, OFA Yesteryears' Manager will promote existing respite options to ensure their utilization by community caregivers.

Outcome 2: OFA Yesteryears' Manager will train and report the number of volunteers trained in REST.

Outcome 3: By 2028, there will be 2 (two) additional Respite sites with at least (1) one of them considered in a rural area.

Objective 3: OFA's HIICAP contractor – Action for Older Persons, Inc. (AOP) – will maintain current levels of service using special outreach to those who are low-income, live in rural or non-English speaking communities, as well as individuals with disabilities.

Action Steps:

- To maximize funds, AOP will recruit and train new HIICAP volunteers each program year, including Binghamton University interns, to support AOP's HIICAP staff and volunteers.
- AOP will continue to conduct outreach to local service providers, including areas with high poverty rates, rural and minority populations.
- AOP will conduct outreach at senior centers, senior clubs, widow and widowers' groups, retiree groups, new programs at local organizations, local senior housing complexes, local churches, and older adults in rural communities through the Naturally Occurring Retirement Community (NORC) grant at Rural Health Network.
- AOP will conduct media outreach through online calendars and articles in local newspapers.
- AOP will maintain active contracts with language lines for interpretation services to serve those with limited English proficiency.

Outcome 1: Each year a minimum of 1,750 older adults will have access to HIICAP services to help them make informed decisions.

Objective 4: Through the provision of the MIPPA grant, OFA's contractor - Action for Older Persons, Inc. (AOP) - will provide application assistance for the Medicare Savings Program (MSP) and/or Low-Income Subsidy Program (LIS).

Action steps:

- OFA will distribute AOP's flyers about MSP/LIS to Meals on Wheels clients.
- OFA will publish articles about MSP/LIS benefits at least once a year in the Senior News.
- NY Connects will warm transfer callers to AOP for MSP/LIS assistance if they appear to be eligible.
- Through the Home Energy Assistance Program (HEAP), OFA will provide clients who are potentially eligible with AOP's contact information and encourage them to contact AOP for MSP/LIS assistance.

Outcome 1: Every year a minimum of 150 older adults will receive assistance with the MSP/LIS application process from Action for Older Persons.

Objective 5: Through the provision of the MIPPA grant, OFA's contractor - Action for Older Persons, Inc. (AOP) - will promote the Medicare health and wellness prevention and screening benefits each year.

Action Steps:

- OFA will support AOP and distribute AOP's flyers about Medicare health and wellness prevention and screening benefits to Meals on Wheels clients.
- OFA will publish articles about the Medicare health and wellness, prevention and screening benefits at least once a year in the Senior News.
- AOP will advertise its Medicare Outreach Events through its Mature Messenger newsletter and other marketing efforts.

Outcome 1: Every year a minimum of 150 individuals who attend Medicare outreach events offered by AOP will be provided with information on Medicare health and wellness, prevention and screening benefits.

Objective 6: Broome County NY Connects and I & A staff will connect older adults, individuals with disabilities of any age, individuals with limited English proficiency and caregivers with information and supports to address their needs.

Action steps:

- Continue to train NY Connects and I & A staff to be knowledgeable and capable of providing timely, accurate and quality information and assistance to individuals on programs and services which can assist them with living independently in their community.
- Provide a language interpretation service for those with limited English proficiency who are seeking services and supports.
- Provide outreach at community agencies, community fairs and events to promote NY Connects.
- Conduct special outreach at community locations to reach vulnerable individuals, including those with limited English proficiency.
- To better serve individuals with disabilities of any age, OFA will partner with the Southern Tier Independence Center (STIC) to co-locate a STIC NY Connects staff at the OFA office.
- Continue to seek community collaborations to encourage the utilization of NY Connects and I&A services to reach those in need of supports.
- Continue to maintain accurate and quality listings in the NY Connects Directory.
- Assure information is provided to individuals in their preferred mode of communication (by phone, email, home visit etc.) to be inclusive of individuals with disabilities and individuals with limited English proficiency.
- Update printed materials and brochures that provide information about a variety of topics; these materials will also be provided in different languages as requested and needed.
- Continue to educate professionals and consumers about NY Connects.

Outcome 1: Each quarter, OFA will strive for 100 new callers to contact NY Connects, including older adults, individuals with disabilities of any age, individuals with limited English proficiency and caregivers.

Outcome 2: Each quarter, OFA will assist 2 individuals with limited English proficiency through the Language Line.

Outcome 3: Every program year, NY Connects staff will promote the services at 12 community events/locations taking into consideration the target unserved and underserved populations.

Objective 7: Broome County NY Connects will provide Options Counseling each year to assist older adults and individuals with disabilities to navigate services.

Action steps:

- OFA Staff will be trained in Options Counseling offered through NYSOFA.
- OFA staff will identify older adults or individuals with disabilities in need of options counseling.
- OFA staff will continue to receive training to keep them up to date on available community services.

Outcome 1: By the end of each program year, 50 clients will receive Options Counseling to help them navigate services and programs.

Objective 8: Broome County NY Connects Coordinator will organize quarterly Long-Term Care Council Meeting and Implementation Team Meetings to connect community organizations.

Action Steps:

- Each year NY Connects Coordinator will host quarterly a minimum of 3 Long-Term Care Council meetings which include bringing together community agencies to share information.
- Each year NY Connects Coordinator will host a minimum of 2 Implementation Team Meetings to keep systems of care informed and up to date. This team includes mental health, DSS, OPWDD, STIC.

Outcome 1: By the end of each year there will be a minimum of 5 meetings held between the LTC Council and the Implementation Team.

Outcome 2: NY Connects Coordinator will invite 4 new speakers annually to each of the LTC meetings.

Objective 9: BCOFA In Home Services unit will connect EISEP eligible clients with needed in home services.

Action step:

- OFA Case managers will complete in home assessment to establish clients' eligibility for in home services.
- OFA Case managers will establish a Care Plan for each eligible client and connect clients to services through established contracts.
- OFA In Home Services Supervisor will monitor the program and assure that all established contracts are utilized to their maximum potential.

Outcome 1: A minimum of 800 unduplicated clients each year will be case managed by In Home Services staff.

Objective 10: BCOFA IHSU Case Managers will participate in mandatory CADER certification at their hire.

Action Steps:

- Familiarize any new Case Manager staff with the Center for Aging and Disability Education and Research (CADER) training site.
- Enroll them in the certificate program and monitor progress on course work.
- Obtain certificate within first nine months of employment with OFA.

Outcome 1: IHSU Case Manager will report quarterly on the number of new staff who completed the CADER training and number of staff who re-tested.

Objective 11: BCOFA will allocate funding for ancillary (EISEP) services in order to assist clients unmet need associated with clean outs, laundry and incontinence products.

Action Steps:

- Review sample contracts for provision of laundry services from other Area Agencies on Aging (AAAs/OFAs)
- Develop contracts to provide secure laundry service.
- Purchase incontinence products to distribute to clients in need.

Outcome 1: Provide a minimum of 20 clients yearly with ancillary EISEP services.

Goal 3: Create an age friendly New York where home and community-based services are available and accessible to those who most need them, when they need them.

Objective 1: BCOFA will continue to work on goals and objectives outlined in the 2023-2026 Age Friendly Action Plan.

Actions Steps:

- OFA Coordinator will oversee the implementation of OFA age-friendly activities.
- OFA Coordinator will collaborate with local partners to implement age-friendly activities.
- The Broome County Age-Friendly Project Coordinator will promote age-friendly concepts and improvements.
- A work plan will be submitted to AARP and approved.

Outcome 1: The Age Friendly Coordinator will report quarterly about new partnerships and projects that improve Broome County livability and age-friendliness.

Objective 2: BCOFA will stay connected to local emergency services and other entities to better prepare for future emergencies.

Action Steps:

- BCOFA staff will attend Broome County COAD meetings (Broome County Organizations Active in Disasters).
- When required, BCOFA management will work closely with Broome County Emergency Services to address current and future emergency events.

Outcome 1: BCOFA will better prepared to support Broome County older population during future emergencies.

Goal 4: Ensure the rights of older New Yorkers and prevent their abuse, neglect, and exploitation.

Objective 1: BCOFA will work with at-risk older adults through the Elder Abuse Prevention and Outreach Program to prevent abuse, neglect and exploitation.

Action Steps:

- Provide information on programs and services to at-risk older adults in Broome County.
- Work collaboratively with Adult Protective Services (APS) and other agencies in the community to identify at risk seniors in our community.
- Attend the annual Adult Abuse Prevention Training Institute to learn elder abuse trends and new strategies for assisting victims.
- Provide elder abuse prevention training for all new and current staff as opportunities arise.
- Host monthly case conferences with APS to review new cases and offer assistance with current cases.
- OFA staff will continue to serve on the Elder Abuse Prevention Committee which promotes elder abuse prevention and helps educate clients and professionals about reporting elder abuse.
- OFA staff will make referrals to APS when adult protective criteria are met.
- Refer professionals and community members to APS when appropriate.

Outcome 1: Through the Elder Abuse Prevention and Outreach Program, a minimum of 1,050 individuals will receive support preventing potential need for the involvement of Adult Protective Services.

Objective 2: BCOFA will promote the Elder Abuse Prevention and Outreach program to community professionals.

Action Steps:

- Continue to identify community agencies/organizations in need of elder abuse prevention training.
- Provide education to at minimum of three community agency each year specifically focusing on elder abuse prevention.

Outcome 1: Each year OFA staff will educate 50 community professionals about the Elder abuse prevention program.

Objective 3: A dedicated OFA staff member will attend Enhanced Multi-Disciplinary Team meetings to provide expertise and information on service options to mitigate current or prevent future financial elder abuse.

Action Steps:

- OFA staff will continue to serve on the Broome County Enhanced Multi-Disciplinary Team.
- OFA staff will present cases of financial exploitation to the Enhanced Multi-Disciplinary Team when appropriate.

Outcome 1: BCOFA staff will attend scheduled meetings to participate in the Broome County Enhanced Multi-Disciplinary Team.

Goal 5: Empower older New Yorkers to stay active and healthy through Older Americans Act services and those offered under Medicare.

Objective 1: BCOFA will continue to provide and promote evidence-based health programs that empower older adults in Broome County to better manage their chronic diseases.

Action Steps:

- OFA will work with Rural Health of SCNY to bring self management wellness programs to the senior centers.
- OFA will also organize/host Bingosize workshops annually, each led by one certified facilitator.
- OFA will organize Tai-Chi classes at local senior centers.
- OFA will offer Walk with Ease programs in community setting.
- OFA will promote evidence based health programs through the Senior News, OFA social media accounts, senior center monthly newsletters, and flyers which will be distributed to local agencies and NY Connects staff.

Outcome 1: A minimum of 650 older adults will participate in evidence-based health programs.

Objective 2: BCOFA will provide the public with educational resources to identify sepsis early and treat it to reduce its devastating consequences.

Action Steps:

- Health and Wellness Coordinator will ensure that Meals on Wheels, congregate meals and community older adults have access to sepsis information.
- OFA will use the Senior News, Meals on Wheels Gazette and OFA FB to educate the community on sepsis prevention issues.

Outcome 1: Each year, BCOFA Health & Wellness Coordinator will provide sepsis prevention information one time each quarter.

Goal 6: Integrate COVID-19 lessons and adaptations into standard practice while preparing the aging network, and those served by the network, to successfully respond and adapt to future emergencies and disasters.

Objective 1: BCOFA will continue to address social isolation issues by providing access to preventative programs and activities.

Action Steps:

- OFA will continue to operate the Social Isolation Program that plans activities to address social isolation among the older population. These programs and activities will include but not be limited to: distribution of Animatronic pets, tablets, ElliQ robots, the Friendly Visiting program, Discover Live World Tours, Virtual Lyceum classes and the Enliveo Virtual Senior Center program.
- OFA program manager will oversee the Friendly Visitation Program where student interns are matched with isolated older adults or older adults who receive care from their caregivers. Students conduct regular visits to engage older adults in activities and reduce their social isolation.

- BCOFA will purchase iPads to be loaned out to older adults who need to connect to virtual programming and/or medical care.
- BCOFA will utilize Blooming Health to share information about upcoming programs and activities with the goal of engaging older adults to help prevent social isolation.

Outcome 1: OFA Social Isolation Prevention Coordinator will track monthly efforts to address social isolation. This includes number of clients visited each month through the Friendly Visiting program, number of pets and ElliQ robots distributed, number of Discover Live and/or Lyceum classes and number of promotional efforts to promote Enliveo/Getsetup.

Objective 2: BCOFA will continue to offer the portable meals option at several senior center locations.

Action Steps:

- BCOFA will closely monitor the demand for portable meals that can be picked up from a senior center.

Outcome 1: Broome County older adults will have access to portable meals that can be picked up at their local senior center.

Objective 3: BCOFA will participate in NYSOFA's Blooming Health messaging portal project.

Action Steps:

- A dedicated BCOFA staff will manage Broome County's Blooming Health portal to allow BCOFA to send up to date information about upcoming events. This will include emergency notifications when needed.
- BCOFA will enroll new participants to the portal to expand the communication reach to as many older adults as possible.

Outcome 1: Older adults will have access to up to date information including emergency notifications through their participation with the Blooming Health messaging portal.

Goal 7: Promote equitable access to older adults in greatest social and economic need throughout all programs and services administered.

Objective 1: NY Connects and I & A staff will connect older adults, individuals with disabilities of any age, individuals with limited English proficiency and caregivers with information and supports to address their needs.

Action Steps:

- Continue to train NY Connects and I & A staff to be knowledgeable and capable of providing timely, accurate and quality information and assistance to individuals on programs and services which can assist them with living independently in their community.
- Provide a language interpretation service for those with limited English proficiency who are seeking services and supports.
- Provide outreach at community agencies, community fairs and events to promote NY Connects.

- Conduct special outreach at community locations to reach vulnerable individuals, including those with limited English proficiency.
- To better serve individuals with disabilities of any age, OFA will partner with the Southern Tier Independence Center (STIC) to co-locate a STIC NY Connects staff at the OFA office.
- Continue to seek community collaborations to encourage the utilization of NY Connects and I&A services to reach those in need of supports.
- Continue to maintain accurate and quality listings in the NY Connects Directory.
- Assure information is provided to individuals in their preferred mode of communication (by phone, email, home visit etc.) to be inclusive of individuals with disabilities and individuals with limited English proficiency.
- Update printed materials and brochures that provide information about a variety of topics; these materials will also be provided in different languages as requested and needed.
- Continue to educate professionals and consumers about NY Connects.

Outcome 1: Each quarter, OFA will strive for 100 new callers to contact NY Connects, including older adults, individuals with disabilities of any age, individuals with limited English proficiency and caregivers.

Outcome 2: Each quarter, OFA will assist 2 individuals with limited English proficiency through the Language Line.

Outcome 3: Every program year, NY Connects staff will promote the services at 12 community events/locations taking into consideration the target unserved and underserved populations.

Objective 2: The Broome County Foster Grandparent Program (FGP) will place eligible FG volunteers in local schools and daycare centers to support children with exceptional needs.

Action Steps:

- Each year, the FGP Program Manager will plan and implement an advertising campaign in local news media such as television, radio and newspapers to promote FGP, increase interest in volunteering and increase community awareness.
- Each quarter, an article or advertisement will be placed in the Senior News, a monthly publication that reaches over 7,000 older adults.
- Each year, FGP staff will make at least 4 presentations at places where seniors gather such as senior housing community rooms and church meeting rooms.
- Each year, FGP staff will have an information table at a minimum of three community events such as the Senior Picnic and health fairs.
- Each year, the FGP Program Manager will provide incentives for Foster Grandparents to attend education programs on health management.
- Each year, the FGP Program Manager will schedule a media event where local politicians and community leaders will publicly thank Foster Grandparent volunteers, recognizing their community service to children with special needs.
- Each year, the FGP Advisory Council will host a recognition dinner which will include teachers and supervisors from FGP-supported sites. The Foster Grandparents will also receive gifts in thanks for their community service.

Outcome 1: By the end of each program year the Broome Foster Grandparent program will have 35 or more older adult volunteers enrolled and participating in the program.

Objective 3: BCOFA Foster Grandparent program will provide opportunities for Foster Grandparents volunteers to maintain their health and wellness so they can continue to be active in the program and their community.

Action Steps:

- Each year, FGP staff will offer exercise programs, such as Tai Chi and chair yoga, at in-service meetings.
- Each quarter, FGP staff will partner with Broome County Health and Social Services units and local organizations to offer health and wellness topics at in-service meetings to encourage volunteers to stay active as they age.

Outcome 1: Foster Grandparents will have a minimum of 1 (one) opportunity offered to them each quarter that will help them maintain their health and wellness.

Goal 8: Support continuation and growth of state and local policy, programs, and investments that compliment and expand upon Older Americans Act programs.

Objective 1: BCOFA will continue to address social isolation issues by providing access to preventative programs and activities.

Action Steps:

- OFA will continue to operate the Social Isolation Program that plans activities to address social isolation among the older population. These programs and activities will include but not be limited to: distribution of Animatronic pets, tablets, ElliQ robots, the Friendly Visiting program, Discover Live World Tours, Virtual Lyceum classes and the Enliveo Virtual Senior Center program.
- OFA program manager will oversee the Friendly Visitation Program where student interns are matched with isolated older adults or older adults who receive care from their caregivers. Students conduct regular visits to engage older adults in activities and reduce their social isolation.
- BCOFA will purchase iPads to be loaned out to older adults who need to connect to virtual programming and/or medical care.
- BCOFA will utilize Blooming Health to share information about upcoming programs and activities with the goal of engaging older adults to help prevent social isolation.

Outcome 1: OFA Social Isolation Prevention Coordinator will track monthly efforts to address social isolation. This includes number of clients visited each month through the Friendly Visiting program, number of pets and ElliQ robots distributed, number of Discover Live and/or Lyceum classes and number of promotional efforts to promote Enliveo/Getsetup.

Objective 2: BCOFA will allocate funding for ancillary (EISEP) services in order to assist clients unmet need associated with clean outs, laundry and incontinence products.

Action Steps:

- Review sample contracts for provision of laundry services from other Area Agencies on Aging (AAAs/OFAs)
- Develop contracts to provide secure laundry service.
- Purchase incontinence products to distribute to clients in need.

Outcome 1: Provide a minimum of 20 clients yearly with ancillary EISEP services.

Goal 9: Family caregivers will be recognized, assisted, included, supported, and engaged through a variety of programs so that they can care for their care receiver at home for as long as possible.

Objective 1: The BCOFA Caregiver Services Program will provide information and support to Broome County Caregivers.

Action Steps:

- OFA will operate the Caregiver Services Program to provide support and assistance to caregivers.
- Outreach will be conducted via the local newspaper, OFA's Senior News, and social media accounts and at health fairs and outreach events. Professional groups will also be offered in-services.
- OFA Caseworkers will provide information and assistance to caregivers and record calls in the NYS Statewide client database Peer Place.
- OFA will offer monthly support groups. Formats may include in-person, on-line and the times will vary. We will also promote enrollment in other national or state support groups
- Caregiver Services will update printed materials and brochures to provide information on caregiver topics.
- OFA will offer caregiver counseling and follow up service to caregivers who express interest in this service. The counseling will be based on needs identified during a caregiver assessment/screening.
- OFA staff will educate caregivers on respite options and assist caregivers in accessing local services.

Outcome 1: OFA will offer support through its Caregiver Services Program to 20 new caregivers each quarter.

Outcome 2: OFA will host 4 (four) Caregiver Training events to Broome County caregivers annually.

Outcome 3: OFA will host monthly Caregiver Support Groups for Broome County Caregivers.

Objective 2: Broome County Caregivers will have access to respite services.

Action Steps:

- OFA will contract with local home health care agencies for respite services funded through IIIIE.
- OFA will contract with STIC for the Consumer Directed program that allows caregivers to maintain their own workers who provide respite services.
- OFA will hold a MOU/Contract with the Alzheimer's Association for CSI funds to provide respite to caregiver.
- OFA will explore the option of hiring a Leisure Time Activity Leader to provide respite in the home for eligible caregivers.
- OFA staff will review cases and connect caregivers to the most appropriate/available resources for respite.

Outcome 1: BCOFA staff will report quarterly on the number of caregiver cases opened to Respite options.

Section V: Projected Units of Service – 2024

Caregiver Services

Information, training, consultation and support for caregivers to those 60 and above and for those of any age caring for someone with dementia.

Service	Description/Unit	2024 Projections
All Caregiver Services clients	Unduplicated participants	250
Caregiver Counseling	Hour	180
Caregiver Support Groups	Group session	10
Caregiver Training	Hour	70

Foster Grandparent Program

The Foster Grandparent Program connects low-income volunteers age 55 and older with children with special needs who can benefit from extra support and love.

Service	Description	2024 Projections
FGP	Unduplicated Foster Grandparents	35
FGP	New Foster Grandparents	12
FGP	Stipend dollars for low-income seniors	\$146,983
FGP	Hours of service to Broome County schools and other institutions	36,540
FGP	Number of school districts/agencies hosting Foster Grandparents	20
FGP	Number of children served during the academic year	100

Health and Wellness

Fostering the health and well-being of older people through social interaction, educational workshops and physical activities.

Service	Description	2024 Projections
Health Promotion (Evidence-based)*	Number of participants attending	650
Health Promotion ** (Non evidence-based)	Number of participants attending	11,000
Recreation/Education	Number of activities (sessions) offered	3,000

Nutrition Counseling	Hours of service	270
Nutrition Counseling	Unduplicated number of participants	75
Nutrition Education	Group Sessions	54

* Evidence-based Health Promotion programs such as flu clinics, Thai Chi, and CDMSP classes.

** Non Evidence-based Health Promotion programs include fitness classes, vaccine clinics, walking programs etc.

Health Insurance Information, Counseling & Assistance Program (HIICAP)

Free, unbiased and confidential assistance with health insurance questions and concerns provided through Action for Older Persons, Inc. (AOP).

Service	Description	2024 Projections
HIICAP/AOP	Unduplicated clients with individual counseling sessions from AOP	1,750
HIICAP/AOP	Estimated dollar savings for counseled clients	\$2,200,000
HIICAP/AOP	Education programs	35
HIICAP/AOP	Number of attendees at education programs	500
HIICAP/AOP	Volunteer hours	1,300

Home Delivered Meals

Healthy meals delivered to the homebound.

Service	Description	2024 Projections
Home Delivered Meals	Unduplicated participants	750
Home Delivered Meals	One meal	172,050

Home Energy Assistance Program (HEAP)

Certification for help with energy expenses for low-income seniors and those of any age receiving Social Security Income or Social Security Disability payments.

Service	Description	2024 Projections
HEAP	Applications received	2,200
HEAP	Benefits awarded	\$1,000,000
HEAP	Applications approved	\$1,850

In-Home Services

In-home assessments, homemaker and personal care services, shopping and Personal Emergency Response (PERS) services for the homebound.

Service	Description	2024 Projections
IHSU caseload	Unduplicated clients	975
Personal care hours (Non-Consumer Directed)	One hour of personal care	13,700
Person care (Consumer Directed)	One hour of personal care	20,700
Personal Emergency Response System (PERS)	Unduplicated clients with PERS	180
Case management hours	One hour of service	4,200

*Respite includes personal care in the home, social adult day programs, and institutional overnight care.

Information & Assistance/NY Connects Program

Office for Aging offers information, assistance and referrals for benefits, programs and services for those 60 and above. NY Connects provides the same services for people of all ages, regardless of income.

Service	Description	2024 Projections
Information & Assistance	Unduplicated clients for OFA I & A and NY Connects	5,600
Information & Assistance	I & A contacts for OFA and NY Connects	17,800
Elder Abuse Outreach Program	Unduplicated elders receiving case assistance	1,050
Senior News	Copies printed monthly	6,500

Legal Services for the Elderly

Legal advice and representation in civil matters for older adults who can't afford private counsel, provided through the Legal Aid Society of Mid-New York.

Service	Description	2024 Projections
Legal Services	Unduplicated clients served	270
Legal Services	Hours of service	525

Senior Centers

Eight sites offering socialization, nutritious meals, wellness activities, and assistance.

Service	Description	2024 Projections
Congregate Meals	Unduplicated participants	2,500
Congregate Meals	Number of meals served	70,250

Senior Helpers Program

The Senior Helpers Program is a free employment referral service which matches workers, age 55 and older, with job orders placed by individuals and families in need of help.

Service	Description	2024 Projections
Senior Helpers	Job matches made	1,600

Shopper Service

This service provides non-emergency, on-going help with weekly grocery shopping and limited errands (e.g., bank, post office and pharmacy) to older adults who are physically unable to shop.

Service	Description	2024 Projections
Shopper Service	Unduplicated clients	35
Shopper Service	Contacts	375

Group Respite (Yesteryears)

Socialization and group activities for frail, isolated or memory-impaired seniors, as well as respite for family caregivers.

Service	Description	2024 Projections
Group Respite	Unduplicated clients served	75
Group Respite	Hours of service	18,000

Transportation

Transportation provided by Broome County Transit: Office for Aging Mini Bus, BC Country, BC Lift

Service	Description	2024 Projections
Transportation	Unduplicated clients	640
Transportation	One-way trips	18,500

For detailed information on provided services and eligibility requirements, please call the Broome County Office for Aging at (607) 778-2411, or visit our website: <http://gobroomecounty.com/senior>

2024 BROOME COUNTY OFFICE FOR AGING BUDGET SUMMARY & SOURCES OF FUNDS

PROJECTED BUDGET FOR THE FISCAL YEAR ENDING DECEMBER 31, 2024

Projected budget is as of August 2024 and may be subject to change based on allocations of Federal, State and County funds.

11/08/24

Grant Program	Services	Funds Fed/State/Local	Contributions, Cost Share & Direct billing	Subcontractor Matching Funds	Expenditures and Matching Revenues	% of Total OFA Budget
III-B Supportive Services Federally funded - Older Americans Act	Information and Assistance, transportation, legal services, "Senior News", shopper program	\$369,302	\$53,000	\$15,000	\$437,302	5.85%
NY Connects E&E	NY Connects Program - "No wrong door"	\$446,202			\$446,202	5.97%
<u>Nutrition Services</u>						
III-C-1 Congregate Meals - OAA funded CDBG - Federal funds from Town of Union	Senior centers, meal programs, health & wellness Support for Broome West Senior Center	\$746,775 \$22,000	\$492,722		\$1,239,497 \$22,000	
III-C-2 Home-Delivered Meals - OAA funded W I N - Wellness in Nutrition - NYS funded Grant-in-Aid	Meals on Wheels Program Support for Meals on Wheels Support for Senior Center projects	\$590,214 \$369,064 \$50,000	\$156,827 \$54,000		\$747,041 \$423,064 \$50,000	
NSIP Cash-in-Lieu - Federally funded	Cash for eligible meals served to seniors	\$52,789			\$52,789	
Total Nutrition Services		\$1,830,842	\$703,549		\$2,534,391	33.92%
Expanded In-Home Services for the Elderly Program (EISEP) - New York state funded Planning Services Total EISEP	Administrative and planning funds Housekeeper/Chore and Personal Care/ Case Management	\$46,574 \$792,563 \$839,137	\$8,000		\$46,574 \$800,563 \$847,137	11.33%
Community Services for the Elderly (CSE) New York State funded Planning & Subcontracted Services Group Respite Program Senior Helpers Program Health Maintenance Total CSE Program	Planning & administrative, transportation "Yesteryears" Group Respite for the elderly Employment match program Case management, information & assistance	\$117,585 \$314,925 \$0 \$230,275 \$662,785	\$52,000		\$117,585 \$366,925 \$0 \$230,275 \$714,785	9.56%
Congregate Services Initiative	Senior center/health & wellness enhancement	\$6,812			\$6,812	0.00%

2024 BROOME COUNTY OFFICE FOR AGING BUDGET SUMMARY & SOURCES OF FUNDS

PROJECTED BUDGET FOR THE FISCAL YEAR ENDING DECEMBER 31, 2024

11/08/24

Grant Program	Services	Funds Fed/State/Local	Contributions, Cost Share & Direct billing	Subcontractor Matching Funds	Expenditures and Matching Revenues	% of Total OFA Budget
III-D Health Promotion - OAA funded	Evidence based programs & "Senior Games"	\$23,738	\$0		\$23,738	0.32%
<u>Foster Grandparents Program</u>						
Federally funded - Corp for National Service	Intergenerational program that matches older volunteers with children having special needs	\$306,488	\$3,582		\$310,070	
NYS State funded		\$7,217			\$7,217	
Total FGP Program		\$313,705	\$3,582		\$317,287	4.24%
Unmet Needs Program	Supplemental funds to reduce wait lists	\$1,069,875			\$1,069,875	14.31%
State Transportation Program	Supplemental transportation services funding	\$12,508			\$12,508	0.17%
HEAP - Federally funded	Home Energy Assistance for low-income eligible residents over age 60	\$156,500			\$156,500	2.09%
Caregiver Resource Center - NYS funded	Information, education and support for persons caring for older adults Respite care	\$19,611			\$19,611	
Title III-E Family Caregiver - Fed. Funded OAA		\$186,591			\$186,591	
Alzheimer's Association		\$35,000			\$35,000	
Total Caregiver Program		\$241,202			\$241,202	3.23%
Elder Abuse Outreach Program	Identifies at-risk seniors in need of assistance	\$236,510			\$236,510	3.16%
Federally funded - Title XX of OAA						
HIICAP - Federally funded	Funds to recruit and train volunteers to provide insurance counseling to seniors	\$39,160			\$39,160	0.52%
HIICAP Stipend- Federally funded	Stipend funds provided to volunteers in HIICAP program	\$9,200			\$9,200	0.12%

Operations	Broome County Operating Budget	\$391,595			\$391,595	5.24%
TOTAL AGENCY BUDGET		\$6,639,873	\$820,131	\$15,000	\$7,475,004	100.00%

Broome County Office for Aging *Plan for Services 2024-2028*